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FILE



Witschey Witschey & Firestine Co., LPA

Committed • Candid • Innovative Counsel

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06-889-TP-CSS

RECEIVED-DOCKETING DIV
2006 JUL 10 11:3:23
PUCO

July 6, 2006

Public Utilities Commission of Ohio
Docketing Division
180 E. Broad St.
Columbus, Ohio 43215-3793

Subject: Formal Complaint against utility, SBC Communications and SBC Ohio

Dear Docketing Division:

Please find enclosed an original and 10 copies of Rick Angheld Real Estate Group, Inc.'s Formal Complaint against SBC Communications, Inc. and SBC Ohio. Please file the complaint and serve a copy on the utility.

If you have any questions or comments, please do not hesitate to contact me.

Very truly yours,

WITSCHHEY WITSCHHEY & FIRESTINE CO., LPA

Craig S. Horbus

cli.angheld.sbc.ltr.puco-1

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 3 Date Processed 7-10-06

405 Rothrock Road ♦ Suite 103 ♦ Akron, Ohio 44321

Tel: 330.665.5117 ♦ Fax: 330.665.7615 ♦ www.witscheylaw.com

† also admitted in Florida



The Public Utilities
Commission of Ohio

06-889-TP-CSS
Case Number

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

Formal Complaint Form

Rick Angheld Real Estate Group, Inc.

Customer Name

2998 West Market Street

Customer Address

Fairlawn

Ohio 44333

City

State Zip

330 836-8361 7611

Account Number

Against

Customer Service Address (if different from above)

SBC Communications, Inc and SBC Ohio

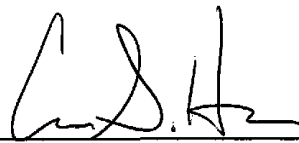
Utility Company Name

City

State Zip

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

See attached Complaint.

 (0077960)

Signature

(330) 836-0300

Customer Telephone Number

**IN FRONT OF THE PUBLIC UTILITIES COMMISSION OF OHIO
COLUMBUS, OHIO**

**RICK ANGHELD REAL ESTATE) Case No.:
GROUP, INC.)
2998 West Market Street)
Fairlawn, Ohio 44333)
Phone: (330) 836-0300)**

Plaintiff)

AGAINST)

**SBC COMMUNICATIONS, INC.)
175 E. Houston Street)
San Antonio, Texas 78205)**

and)

**SBC OHIO)
45 Erieview Plaza, Suite 1400)
Cleveland, Ohio 44114)**

Defendants)

**FORMAL COMPLAINT:
BREACH OF CONTRACT,
PROMISSORY ESTOPPEL,
DECEPTIVE TRADE PRACTICES ACT,
TORTIOUS INTERFERENCE WITH
BUSINESS RELATIONSHIPS**

For its Complaint against SBC Communications, Inc. and SBC Ohio (hereinafter collectively, "SBC"), Plaintiff, Rick Angheld Real Estate Group, Inc. (hereinafter "Angheld") states as follows:

PRELIMINARY ALLEGATIONS

1. Angheld is a Corporation duly licensed to do business in the State of Ohio, with its principal place of business located in Cuyahoga Falls, Ohio.
 2. On information and belief, SBC, is a Corporation duly licensed to do business in the State of Ohio, with its principal place of business located in San Antonio, Texas and additional office in Cleveland, Ohio.
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3. On or about May, 2004, Angheld and SBC entered into a Telecommunication Service Provider Relationship ("Relationship") which called for SBC to sell to and provide Angheld various Telecommunication services such as business phone service, lines, and related services such as call waiting, call forwarding, call transferring and advertising in the SBC Yellow Pages.
 4. Angheld's account number with SBC was 330 836-8361 7611 and Customer Id was 4005596648 for the service address of 2800 State Road Cuyahoga Falls, Ohio 44223 and later 2998 West Market Street, Fairlawn, Ohio 44333 with the telephone number (330) 929-5626.
 5. Pursuant to said Relationship, Angheld requested and was sold a business telephone system that was advertised to be able to handle a high volume real estate business' incoming and outgoing phone calls as well as handle all the other related service functions Angheld required to operate its business (collectively "System").
 6. From the beginning of the Relationship Angheld had problems with the System as sold to it by SBC including dead phones, lost calls, inability to provide services as sold and contracted for, poor customer service, phone number problems, unauthorized account maintenance and setup, overcharges, and yellow page misprints and listing errors.
 7. To date, the System problems and SBC's failure to address the same have caused Angheld to be damaged in an amount in excess of Twenty-Five Thousand Dollars (\$25,000.00).

COUNT ONE
(BREACH OF CONTRACT)

8. Angheld incorporates the allegations contained in the above paragraphs as if fully rewritten herein.
9. Angheld and SBC entered into a Telecommunication Service Provider Relationship and contract ("Relationship") which called for SBC to sell to and provide Angheld various Telecommunication services such as business phone service, lines, and related services such as call waiting, call forwarding, call transfers and advertising in the SBC Yellow Pages.
10. Pursuant to said Relationship, Angheld entered into a Contract with SBC for the sale of a business telephone system that was advertised to be able to handle a high volume real estate businesses incoming and outgoing phone calls as well as handle all the other voice and data related service functions Angheld required to operate its business (collectively "System"). A copy of various contractual documents related to the Relationship and System are attached hereto as Exhibit A and incorporated by this reference.
11. SBC breached the terms of the Contract by switching service without notification that caused days of lost calls, failing to provide the services as requested and agreed upon by Angheld, setting up additional phone lines not authorized by Angheld and billing for them, running misprinted yellow page ads that caused customers who called to receive a "this number has been disconnected" message. And listing wrong phone numbers and disconnected phone lines which caused substantial customer loss and

caused the impression that Angheld is out of business. Copies of the yellow page ad proofs and the corrections Angheld kept making are attached hereto as Exhibit B.

12. SBC's actions have caused Angheld to incur substantial damages of loss of customers and potential customer business due to lost calls from switching services, loss of customers and potential customer business due to lost calls from incorrect yellow page ads between January 1, 2005 and April 1, 2005, charges from unauthorized accounts and lines setup by SBC, and loss of employee time to address the numerous problems caused by SBC's breach.
13. As a direct and proximate result of SBC's breach, Angheld has suffered damages in an amount in excess of Twenty Five Thousand Dollars (\$25,000.00), prejudgment interest, and reasonable attorney fees.

COUNT TWO
(PROMISSORY ESTOPPEL DETRIMENTAL RELIANCE)

14. Angheld incorporates the allegations contained in the above paragraphs as if fully rewritten herein.
15. Angheld and SBC entered into the Relationship which called for SBC to sell to and provide Angheld various Telecommunication services such as business phone service, lines, and related services such as call waiting, call forwarding, call transfers and advertising in the SBC Yellow Pages.
16. Pursuant to said Relationship, Angheld entered into a Contract with SBC for the sale of the business telecommunications System.

-
17. Angheld relied to its detriment on the contractual Relationship entered into with SBC.
 18. SBC breached the terms of the Contract by switching service without notification that caused days of lost calls, failing to provide the services as requested and agreed upon by Angheld, setting up additional phone lines not authorized by Angheld and billing for them, running misprinted yellow page ads that caused customers who called to receive a "this number has been disconnected" message. And listing wrong phone numbers and disconnected phone lines which caused substantial customer loss and caused the impression that Angheld was out of business.
 19. SBC's actions have caused Angheld to incur substantial damages of loss of customers and potential customer business due to lost calls from switching services, loss of customers and potential customer business due to lost calls from incorrect yellow page ads between January 1, 2005 and April 1, 2005, charges from unauthorized accounts and lines setup by SBC and loss of employee time to address the numerous problems caused by SBC's breach.
 20. As a direct and proximate result of SBC's breach, Angheld has suffered damages in an amount in excess of Twenty Five Thousand Dollars (\$25,000.00), prejudgment interest, and reasonable attorney fees.

COUNT THREE
(DECEPTIVE TRADE PRACTICES ACT)

21. Angheld incorporates the allegations contained in the above paragraphs as if fully rewritten herein.

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22. SBC knowingly and intentionally committed unfair, deceptive and unconscionable acts and practices, as defined in R.C. §4165.02 and 4165.03 with regard to representations as to the cost of services and quality of services as provided and by disparaging the business of Angheld by falsely representing to others through SBC's yellow page listings that Angheld had disconnected phone lines and otherwise appeared to be out of business.
 23. SBC, intentionally and with malice, induced Angheld to enter into a contractual relationship which represented services that SBC was to provide to Angheld to be of a particular grade or quality and have particular uses or benefits to Angheld when such services were not of the grade and/or quality as represented nor did such services have the particular uses and/or benefits to Angheld which SBC represented.
 24. Furthermore, SBC, intentionally and with malice, disparaged the business of Angheld by falsely representing to others, by and through SBC's yellow page listings that Angheld had disconnected phone lines and otherwise appeared to be out of business.
 25. Angheld relied upon the representations of SBC when it entered into a contractual relationship with SBC and which has caused Angheld to lose customers, potential customers, lost calls from incorrect yellow page ads between January 1, 2005 and April 1, 2005, and loss of employee time to address the numerous problems SBC caused.
 26. Angheld is entitled to remedies as set forth in R.C. § 4165.03 including actual damages and reasonable attorneys fees.

COUNT FOUR
(TORTIOUS INTERFERENCE WITH BUSINESS RELATIONSHIPS)

27. Angheld incorporates the allegations contained in the above paragraphs as if fully rewritten herein.
28. Angheld and SBC entered into the Relationship which called for SBC to sell to and provide Angheld various Telecommunication services such as business phone service, lines, and related services such as call waiting, call forwarding, call transfers and advertising in the SBC Yellow Pages.
29. Pursuant to said Relationship, Angheld entered into a Contract with SBC for the sale of the business telecommunications System.
30. SBC breached the terms of the contract Relationship by switching service without notification that caused days of lost calls, failing to provide the services as requested and agreed upon by Angheld, setting up additional phone lines not authorized by Angheld and billing for them, running misprinted yellow page ads that caused customers who called to receive a "this number has been disconnected" message. And listing wrong phone numbers and disconnected phone lines which caused substantial customer loss and gave the impression that Angheld was out of business.
31. Furthermore, SBC, intentionally and with malice, interfered with the business of Angheld by falsely representing to others, by and through SBC's yellow page listings that Angheld had disconnected phone lines and otherwise appeared to be out of business.

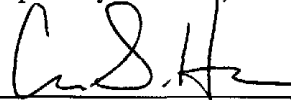
32. SBC's intentional and improper actions interfered with Angheld's prospective contractual relationships with numerous customers which has caused Angheld the loss of benefits to those contractual relationships.
33. SBC's actions have, among other things, caused Angheld to incur substantial damages and harm due to the loss of business and incurred substantial attorney's fees.
34. As a direct and proximate result of SBC's tortious interference with business relations, Angheld has suffered damages in an amount in excess of Twenty Five Thousand Dollars (\$25,000.00), prejudgment interest, and reasonable attorney fees.

WHEREFORE, Angheld prays that this Court award it the following relief against SBC as follows:

On Count One, Count Two, Count Three, and Count Four Rick Angheld Real Estate Group, Inc. prays for judgment against SBC Communications, Inc. and SBC Ohio, jointly and severally, for compensatory damages in an amount in excess of \$25,000.00, attorney fees and such other relief as this Court deems fair and equitable,

including, but not limited to prejudgment and post judgment interest.

Respectfully submitted,



Frank J. Witschey, Esq. #0059171

Craig S. Horbus, Esq. #0077960

**Witschey Witschey & Firestine Co.,
LPA**

405 Rothrock Road

Suite 103

Akron, OH 44321

(330) 665-5117

Fax (330) 665-7615

E-Mail: fjw@witscheylaw.com

csb@witscheylaw.com

ATTORNEYS FOR PLAINTIFF

cli.rickangheld.dispute.puco.plead.complaint

SBC AMERITECH CENTREXQuick Quote
OHIORICK ANGHELD REAL ESTATE GROUP
2998 W MARKET STREET
AKRON, OH 44333-Date: 03/29/05
Contract Period: 36
Total # Lines: 7Salesperson: LEO STOCUM
Phone: 440-717-6550**INSTALLATION CHARGES**

USOC	LINE ITEM	QTY	EACH	TOTAL
1.	CYALX SVC ESTABLISHMENT CHRG 2-50 LINE SYSTEM	1	\$250.00	\$250.00
2.	NDC STANDARD FEATURE CTX LINES - 7+ LINE COMMITMENT	7	\$12.00	\$84.00
3.	+++++ SERVICE ORDER CHARGE PER OCCASION	1	\$46.80	\$46.80
4.	+++++ CENTRAL OFFICE CONNECTION CHARGE	7	\$1.75	\$12.25
5.	+++++ LINE CONNECTION CHARGE	7	\$3.35	\$23.45
TOTAL INSTALLATION CHARGES:				\$416.50

THLY CHARGES

USOC	LINE ITEM	QTY	EACH	TOTAL
1.	CYALX SVC ESTABLISHMENT CHRG 2-50 LINE SYSTEM	1	\$5.00	\$5.00
2.	CPXJC INTERCOM LINE - AREA C - 2 47 LINE CAT	5	\$13.00	\$65.00
3.	NDC STANDARD FEATURE CTX LINES - 7+ LINE COMMITMENT	7	\$7.90	\$55.30
4.	9ZR FEDERAL ACCESS CHARGE	7	\$5.38	\$37.66
5.	CPXHF CENTRAL OFFICE TERMINATION - ACCESS AREA C	2	\$5.35	\$10.70
6.	SOT TELEPHONE NUMBERS - SINGLE	7	\$0.25	\$1.75
7.	UNT 911 / E911 SERVICE, PER LINE	7	\$0.12	\$0.84
8.	CPXHC NETWORK ACCESS - ACCESS AREA C	2	\$17.95	\$35.90
9.	9PZLX FEDERAL UNIVERSAL SERVICE FEE	7	\$0.09	\$0.63
TOTAL MONTHLY CHARGES:				\$212.78

NOTE: APPLICATION TAXES, TECHNICIAN PREMISES VISIT CHARGE (\$85.00), AND LABOR AND MAINTENANCE CHARGES (APPRX. \$100.00 PER HOUR/NON-PREMIUM TIME) NOT INCLUDED IN QUOTE.

THIS QUOTE DOES NOT CONSTITUTE A BINDING CONTRACT AND IS VALID FOR 30 DAYS FROM DATE OF QUOTE.

PLAINTIFF'S
EXHIBIT
A

AMERITECH CENTREX SERVICE CONFIRMATION OF SERVICE ORDER

Customer hereby acknowledges its order for Ameritech Centrex Service (the "Service"). Shown below is the period of Service selected by Customer (the "Service Term") and Line Capacity Commitment. Customer authorizes the Authorized Sales Representative designated below to obtain copies of network service and billing records and to order and negotiate for the initial installation and coordination of the Service provided by Ameritech.

This Order is intended to serve as a confirmation of Customer's selection of the Service, Service Term and Line Capacity Commitment offered by Ameritech. The rates, terms and conditions under which the Service is provided, including applicable termination charges, are controlled by tariff except in Michigan where the Service is provided under the terms and conditions in the Agreement attached to this Order.

The monthly recurring rates which correspond to the Service and Service Term will apply for the time period shown below and will not be subject to Ameritech initiated increases during the Service Term.

Upon expiration of the Service Term, Customer may negotiate a new Service Term at the then-current rates for any Service terms available at such time. If Customer chooses not to negotiate a new Service Agreement and does not request discontinuance of the Service, the rates will revert to the month-to-month basis rates then in effect for the Service.

If any or all of the Service ordered herein is canceled prior to installation or if the Service is terminated prior to the expiration of the Service Term, then the applicable cancellation or termination charges are due and payable. The termination charges are dependent upon the Service Term and Line Capacity Commitment designated by Customer.

SERVICE TERM: month-to-month ☒ 36 months 60 months 84 months

LINE CAPACITY COMMITMENT: 2 lines ☒ 7 lines 25 lines
 50 lines 100 lines 200 lines
 500+ lines

RICK ANGHELD REAL ESTATE GROUP

Company Name

Signature of Ameritech

Billing Telephone Number

Printed Name

Signature of Customer

Title

Printed Name

Date

Title

LEO STOCUM
Sales Representative

Date

BCS
Company Name

Promotion Code (If Applicable)

As used herein, Ameritech means The Ohio Bell Telephone Company in Ohio.

Web Site www.sbc.com

Invoice Number 330836836109

Statement

Aug 20 - Sep 19, 2004

Bill-At-A-Glance

Previous Bill	.00
Payment	.00
Adjustments	.00
Balance	.00
Current Charges	888.83
Total Amount Due	\$888.83
Current Charges Due in Full By	Oct 15, 2004

Billing Summary

Questions? Call:

SBC Local Services 888.83
1-800-660-3000
Repair Service:
1-800-727-2273
Telecommunications Relay System:
1-800-750-0750

Total of Current Charges	888.83
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SBC Local Services

Monthly Service - Sep 19 thru Oct 18

Charges for 330 836-8361	
Monthly Charges	30.10
Federal Access Charge	5.38

Charges for 330 836-0018	
Monthly Charges	30.10
Federal Access Charge	5.38

Charges for 330 836-0022	
Monthly Charges	30.10
Federal Access Charge	5.38

Charges for 330 835-0066	
Monthly Charges	30.10
Federal Access Charge	5.38

Charges for 330 836-0389	
Monthly Charges	26.40
Federal Access Charge	5.38

Charges for 330 836-8458	
Monthly Charges	30.10
Federal Access Charge	5.38

Charges for 330 836-0900	
Monthly Charges	26.40
Federal Access Charge	5.38

Charges for 330 836-2993	
Monthly Charges	30.10
Federal Access Charge	5.38
Total Monthly Service	276.44

Additions and Changes to Service

Additions and Charges to Service
This section of your bill reflects charges and credits resulting from account activity. A breakdown of monthly service charges is included.

Item No.	Description	Quantity	Monthly Charges
----------	-------------	----------	-----------------

Date: Aug 31, 2004

Order Number: N1653731761 -

Charges for Establishing New Service

1. Service Order Processing		25.50
2. Line Connection Charge	8	194.00
3. Central Office Connection	8	104.00
4. Custom Number Service		40.00

Services Established:

(Monthly Charges are Prorated from Sep 1, 2004
to Billing Date, Sep 19, 2004)

5. Individual Message Business	2	12.30	7.38
6. Indiv Msg Business Hunting Ln	6	36.90	22.14
7. CD Termination With Touchtone	2	4.60	2.76
8. Line Charge	8	143.60	86.16

News You Can Use - Summary

- AVOID DISCONNECTION
 - LONG DISTANCE CHANGE
 - SPECIAL NEEDS CENTER
 - LOCAL TOLL INFO
 - PAYMENTS & INQUIRIES
 - HELP SAVE A LIFE
- See "News You Can Use" for additional information.

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

Return bottom portion with your check in the enclosed envelope.

Amount if Paid
AFTER Oct 15, 2004

\$902.15

Amount if Paid ON or
BEFORE Oct 15, 2004

\$888.83

Billing Date Sep 19, 2004


Account Number **330 836-8361 761 1**
Please include your account number on your check.

RICK ANGHELO REAL ESTATE
2800 STATE RD
CUYAHOGA FLS, OH 44223-1608

Make Checks Payable to:

SBC
BILL PAYMENT CENTER
SAGINAW, MI 48663-0603



 Save a Stamp
Help Save a Life
visit sbc.com/cancersupport

[illegible]



RICK ANGHED REAL ESTATE
2800 STATE RD
CUYAHOGA, OH 44223-1808

Page 1 of 1
Account Number 330 836-8361 761 1
Billing Date Nov 19, 2004

Web Site www.sbc.com

Invoice Number 330836836111

Monthly Statement

Oct 20 - Nov 19, 2004

Bill-At-A-Glance

Previous Bill	1,222.20
Payment	.00
Adjustments	.00
Past Due - Please Pay Immediately	1,222.20
Current Charges	155.21CR
Total Amount Due	\$1,066.99

Current Charges Due Upon Receipt

FINAL BILL

Billing Summary

Questions? Call:

SBC Local Services

1-800-704-5500

Repair Service:

1-800-727-2273

Telecommunications Relay System:

1-800-750-0750

Total of Current Charges

155.21CR

155.21CR

News You Can Use - Summary

- AVOID DISCONNECTION
- PAYMENTS & INQUIRIES

- FINAL NOTICE
- CALLING CARDS

See "News You Can Use" for additional information.

SBC Local Services

Additions and Changes to Service

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

Item No. Description Quantity Monthly Charges

Date: Nov 3, 2004

Order Number: C1003036553

Services Changed

Credits for Services Removed

(Monthly Charges were Billed in Advance and are Prorated from Nov 4, 2004 to Nov 19, 2004)

1. Monthly Service 283.08 141.42CR

Taxes

Federal at 3% 4.24CR

Sales at 6.75% 9.56CR

Total Taxes 13.79CR

Total SBC Local Services Charges

155.21CR

News You Can Use

AVOID DISCONNECTION

All of the charges must be paid each month to keep your account current and avoid collection activities. However, certain charges MUST be paid in order to avoid disconnection of basic local service. Currently, for this account that amount is \$1,043.24.

FINAL NOTICE

Disregard this notice if your full payment has been sent. If we do not receive payment in full in the next five days, this matter will be referred to a collection agency and may be subject to necessary legal action to secure payment.

PAYMENTS & INQUIRIES

Allow 5 days when paying by mail. You may also pay at an authorized agent. Nonpayment of toll or non-regulated services may result in disconnection or restriction of such services and/or collection action. For problems with your business service please call us at 1-800-660-3000. If your questions are not resolved after you have called SBC, you may call the Public Utilities Commission of Ohio (PUCO), Toll Free at 1-800-686-7826 or 1-614-466-3292, or for TDD/TTY Toll Free at 1-800-686-1570 or 1-614-466-8180, from 8 a.m. to 5 p.m. M-F, or visit the PUCO website at www.puco.ohio.gov.

CALLING CARDS

Please note that all calling cards assigned to this account are now void and should be destroyed.

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



RICK ANGHELD REAL ESTATE
2800 STATE RD
CUYAHOGA FLS OH 44223-1608

Page 1 of 2
Account Number 330 836-8361 761 1
Billing Date OCT 18, 2004

DISCONNECTION NOTICE

Did you forget to pay your telephone bill? If so, your SBC service may be disconnected. If your payment has been sent, we thank you and apologize for sending this notice.

COLLECTION OFFICE:

For Internet Service Provider (ISP) accounts call 1 800 936-4613
For all other business accounts call 1-800-704-4808

Your telephone bill of \$888.83 is past due and disconnection of services is scheduled for OCT 29, 2004.

To stop disconnection of all services,
pay \$888.83 by OCT 29, 2004.

To stop disconnection of regulated local service,
pay \$888.83 by OCT 29, 2004.

To stop disconnection of long distance service,
pay an additional \$0.00 by OCT 29, 2004.

To stop disconnection of other unregulated services,
such as paging, voicemail, and 900/976,
pay an additional \$0.00 by OCT 29, 2004.

Non-payment of unregulated charges will not result in disconnection of local service or long distance, but may result in legal action or referral to a collection agency.

If your local service is disconnected, a reconnection charge will apply

9493.1.5.1357 1 AT 0.292 Oct19,2004



RICK ANGHELD REAL ESTATE
2800 STATE RD
CUYAHOGA FALLS OH 44223-1608

5910 W Plano Parkway
Suite 160
Plano, Texas 75093-4638
ADDRESS SERVICE REQUESTED

SouthwestCredit

Date: 03-08-05
Creditor: SBC MIDWEST
Amt. Due: \$1,056.56
Acct. No.: 8500452 - 3308368361761
Telephone: (888) 778-4016

#BWNCPZ
#850045260054#
RICK ANGHELD REAL ESTATE
2800 STATE RD
CUYAHOGA FLS OH 44223-1608



Dear RICK ANGHELD REAL ESTATE,

Your commercial account has been assigned to this office for collection. The balance listed above is due in full. If payment has already been made, please contact our office immediately.

Unless you notify this office within thirty days after receipt of the notice that you dispute the validity of the debt, or any portion thereof, the debt will be assumed to be valid. If you notify this office in writing within the thirty-day period that the debt, or any portion thereof, is disputed, this office will obtain verification of the debt or a copy of a judgment against you and a copy of such verification or judgment will be mailed to you. If you notify our office in writing within the thirty-day period, this office will provide you with the name and address of the original creditor, if different from the current creditor.

Applicable state laws are printed on the back of this notice.

We want to help and are willing to work with you, but you must contact our office immediately. Avoid further collection activity by enclosing your payment with the tear-off coupon below, or by contacting us to make payment arrangements on your account. Full or partial payment can also be made through our website address at www.sw-credit.com.

Sincerely,
Southwest Credit Systems, L.P.

This is an attempt to collect a consumer debt by a debt collector.
Any information obtained will be used for that purpose.

*** PLEASE DETACH AND RETURN IN THE ENCLOSED ENVELOPE WITH YOUR PAYMENT ***



For your protection and better service please:

1. Do not send cash through the mail.
2. Return this portion of the statement with your payment.
3. Include account number on the check or money order.

Acct. No.: 8500452-3308368361761
Creditor: SBC MIDWEST
#BWNCPZ
#850045260054#
RICK ANGHELD REAL ESTATE
2800 STATE RD
CUYAHOGA FLS OH 44223-1608

IF PAYING BY CREDIT CARD, FILL OUT BELOW		CHECK CARD USING FOR PAYMENT	
CARD NUMBER	EXP. DATE	<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard	
SIGNATURE			
ACCOUNT#	DATE		
8500452-3308368361761	03-08-05		
PLEASE PAY THIS AMOUNT:		PAYMENT AMOUNT: \$	
\$1,056.56			

Southwest Credit Systems, L.P.
5910 W Plano Parkway
Suite 100
Plano, TX 75093-4638



Real Estate (Cont'd)

Arranged By Location Follows Classification

OLA REALTY
0 Embassy Pkwy Akron
Akron Tel No 330 865-5655
URY REAL ESTATE CO INC
9 St
330 923-1640

LYWL R REAL ESTATE

Sales
Rentals
Property Management
330 864-2227

53 Merriman Rd 330 864-2227

EN REAL ESTATE CO

MOGEN REAL ESTATE

COMMERCIAL
INDUSTRIAL
INVESTMENT
MANAGEMENT
330-873-1200

www.mogen.com

3236 W. Market St - Akron, OH 44303

IBECK REALTY INC
166 Darrow Rd 330 688-6222

SHOLDER REALTY INC
1 West Av 330 633-5536

(See Display Ad Previous Page)

LEY & MOSLEY REAL ESTATE
30 East Av Tallmadge 330 633-2331

PHY M L REALTY
18 Springfield Dr Akron 330 666-5178

RATTL JAMES CO
33 E Washington Medina 330 725-6661

MAN REALTY CO INC
95 W Exchange St 330 253-4660

THOM
8687 Ridge Rd Westlake 888 565-4100

(See Display Ad Page 769)

BE L
304 Wales Av NW Jackson Twp 330 494-4422

TH POINTE REALTY INC
02 Monroe West Av Copley 330 668-2030

THEAST MANAGEMENT INC
22 Portage Tr 330 926-0906

C POINT PROPERTIES
71 W Market St 330 252-0097

IO REALTY CONSULTANTS INC
45 2nd St NW 330 753-7653

IO STATE REALTY
41 White Pond Dr S 330 836-6700

IO STATE REALTY.COM
Corporate Headquarters 866 818-9700

(See Display Ad Page 769)

PPAS REALTY 7 W Bowery St 330 762-0535

FFER THE COMPANY
1269 Jacoby Rd 330 864-4777

NNET REAL ESTATE
1990 Graham Rd 330 689-0700

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		(330) 929-1685	0.00
		2800 STATE RD	105.00
		AKRON TOTAL	183.00
CUYAHOGA FALLS	01/01/2005	(330) 929-1685	0.00
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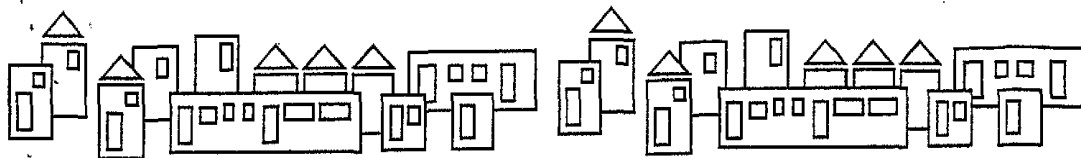
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AKRON - 01/01/2005

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(Removed) 2800 State Rd Cuyahoga Falls OH 44223

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Rick Angheld Home Mortgage Co (0004)

2998 W Market St Akron OH 44333

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929-5626

CUYAHOGA FALLS - 01/01/2005

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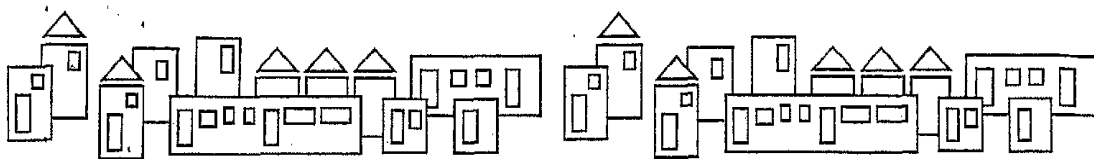
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 (ncw)
 NFL STANDARD BLACK NEIGHBORHOOD/COMMUNITY FREE LISTING 0.00 RM004

Heading Subtotal : 0.00



Ameritech Customer Receipt

11/03/2004 - 10:23 AM

Customer ID: 4005596648
 RICK ANGHELD HOME MORTGAGE CO
 2800 STATE RD
 CUYAHOGA FALLS, OH 44223-1608

(330) 926-5626

Directory	Issue	Billing Information	Monthly Total
AKRON	01/01/2005	(330) 836-0300	0.00
		(330) 836-8361	0.00
		(330) 929-1683	39.00
		2800 STATE RD	210.00
		(330) 929-5626	AKRON TOTAL 249.00
CUYAHOGA FALLS	01/01/2005	(330) 836-8361	0.00
		(330) 929-1683	0.00
		2800 STATE RD	0.00
		CUYAHOGA FALLS TOTAL	0.00

I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS ON THE FACE AND REVERSE SIDE, PARTICULARLY THE PARAGRAPH WHICH LIMITS MY REMEDIES AND PUBLISHER'S MAXIMUM LIABILITY IN THE EVENT OF ANY ERROR OR OMISSION.
 ** DISTRIBUTION OF DIRECTORIES MAY OCCUR VIA BOTH PRINT AND ELECTRONIC MEANS. **

ACCOUNT EXECUTIVE

SIGNATURE OF CUSTOMER

DATE

SALES I.D. CODE

CUSTOMER NAME (PRINTED)

TITLE

F.E.I.N. (FEDERAL EMPLOYER IDENTIFICATION NUMBER)

IF NO F.E.I.N. CHOOSE ONE: ☐ TAXPAYER I.D. NUMBER ☐ SOCIAL SECURITY NUMBER

Prepared By: DONELLA B. GACHETT

LT002

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Detail of Directory Advertising

Page 2 of 3

11/03/2004 - 10:23 AM

Customer ID: 4005596648
RICK ANGHELD HOME MORTGAGE CO
2800 STATE RD
CUYAHOGA FALLS, OH 44223-1608

(330) 926-5626

AKRON - 01/01/2005

249.00

LOANS

44333

Angheld Rick Home Mortgage Co (0002) 2998 W. Market St Fairlawn OH 44333 (330) 929-5626
SRL STANDARD BLACK SERVICE REFERENCE LISTING 0.00 MM001
~~Rick Angheld Home Mortgage Co (0004) 2800 State Rd Cuyahoga Falls OH 44223 (330) 929-1683~~
~~BLN STANDARD BLACK BOLD LISTING (NAME & NUMBER BOLD) 39.00 RM003~~

Heading Subtotal: 39.00

MORTGAGES

44333

Angheld Rick Home Mortgage Co (0002) 2998 W. Market St Fairlawn OH 44333 (330) 929-5626
SBL/C1 RED SUPER BOLD LISTING 105.00 MM001
~~Rick Angheld Home Mortgage Co (0003) (Removed) 2800 State Rd Cuyahoga Falls OH 44223 (330) 929-5626~~
~~BLN STANDARD BLACK BOLD LISTING (NAME & NUMBER BOLD) 0.00 RM001~~

Heading Subtotal: 105.00

NONE

2998 W. MARKET ST. FAIRLAWN OH 44333

Angheld Rick Real Estate Group Inc (0010) ~~(omit address) Cuyahoga Falls OH 44223 (330) 836-0300~~
SRL STANDARD BLACK SERVICE REFERENCE LISTING 0.00 RM006
~~Rick Angheld Home Mortgage Co (0004) 2800 State Rd Cuyahoga Falls OH 44223 (330) 929-1683~~
SRL STANDARD BLACK SERVICE REFERENCE LISTING 0.00 RM003

Heading Subtotal: 0.00

REAL ESTATE

2998 W. MARKET ST. FAIRLAWN OH 44333

Rick Angheld Real Estate Group (0007) ~~2800 State Rd Cuyahoga Falls OH 44223-1608 (330) 923-6829~~
SBL/C1 RED SUPER BOLD LISTING 105.00 MM002
~~Rick Angheld Real Estate Group (0008) (Removed) 2800 State Rd Cuyahoga Falls OH 44223-1608 (330) 923-6829~~
BLN STANDARD BLACK BOLD LISTING (NAME & NUMBER BOLD) 0.00 MM002
Rick Angheld Real Estate Group Inc (0006) 2998 W Market St Fairlawn OH 44333 (330) 836-0300
SRL STANDARD BLACK SERVICE REFERENCE LISTING 0.00 RM004

Heading Subtotal: 105.00

REAL ESTATE (COPLY)

2998 W. MARKET ST FAIRLAWN OH 44333

Rick Angheld Real Estate Group (0007) ~~2800 State Rd Cuyahoga Falls OH 44223-1608 (330) 923-6829~~
SRL STANDARD BLACK SERVICE REFERENCE LISTING 0.00 MM002
~~(330) 836-0300~~

Heading Subtotal: 0.00



Date: 11/5/04

Number of Pages

(including this page): 3

To: Lauren

Company: Rick Angold Home Mortgage CO

Location: _____

Phone Number: () _____

Fax Number: (330) 940-2350

From: Donella Gachett

Location: SBC

Phone Number: (330) 896-8328

1-800-762-5202 ext.8328

Fax Number: (330) 896-8321

Remarks: ☐ Urgent ☐ For your review

☒ Please Reply ASAP

☐ Please Comment

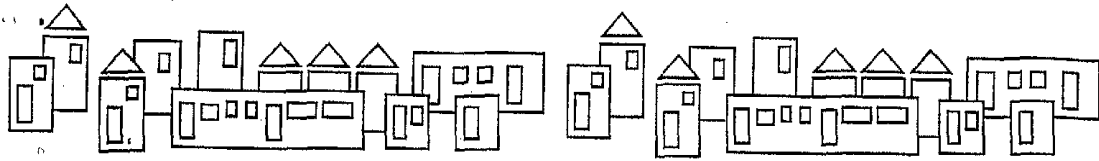
Special Instructions: _____

Thank You

Donella Gachett

Hi Lauren!!

Please update the following
changes. Previous total was 296.⁰⁰
w/ a Real Estate Listing New
total = 354.⁰⁰



RICK ANGHELD REAL ESTATE GROUP, INC.

Fax Cover Sheet

Attention: Donella Garrett

Company: SBC

Fax Number: (330) 896-8321

From: Jaime

Date: 11-05

Total # of pages: _____

Re: _____

Comments:

We decided against
running under loans
(loans are really different
than mortgages).

Thanks, Jaime

2800 State Road • Cuyahoga Falls, Ohio 44223

Phone: (330) 923-6829 • Fax: (330) 940-2350



Detail of Directory Advertising

11/05/2004 - 10:09 AM

Customer ID : 4005596648
 RICK ANGHELD HOME MORTGAGE CO
 2800 STATE RD
 CUYAHOGA FALLS, OH 44223-1608

(330) 926-5626

AKRON - 01/01/2005

~~264.00~~

LOANS

~~Angheld Rick Home Mortgage Co (0002) 2998 W. Market St Fairlawn OH 44223 (330) 929-5626~~
~~SRL STANDARD BLACK SERVICE REFERENCE LISTING 0.00 RM001~~
~~Angheld Rick Home Mortgage Co (0012) 2998 W. Market St Fairlawn OH 44333 (330) 929-5626~~
~~BLN/CI RED BOLD LISTING (NAME & NUMBER BOLD) 59.00 RM006~~
~~Rick Angheld Home Mortgage Co (0011) 2998 W Market St Fairlawn OH 44333 (330) 929-5626~~
~~BLN/CI RED BOLD LISTING (NAME & NUMBER BOLD) 59.00 RM006~~

Heading Subtotal : 118.00

MORTGAGES

Angheld Rick Home Mortgage Co (0012) 2998 W Market St Fairlawn OH 44333 (330) 929-5626
 BLN/CI RED BOLD LISTING (NAME & NUMBER BOLD) 59.00 RM006
 Rick Angheld Home Mortgage Co (0011) 2998 W Market St Fairlawn OH 44333 (330) 929-5626
 BLN/CI RED BOLD LISTING (NAME & NUMBER BOLD) 59.00 RM006

Heading Subtotal : 118.00

Heading Subtotal : 0.00

REAL ESTATE

Angheld Rick Real Estate Group Inc (omit address) Cuyahoga Falls OH 44223 (330) 836-0300
 (0010)
 BLN/CI RED BOLD LISTING (NAME & NUMBER BOLD) 59.00 RM006
 SRL STANDARD BLACK SERVICE REFERENCE LISTING 0.00 RM006
 Rick Angheld Real Estate Group Inc 2998 W Market St Fairlawn OH 44223 (330) 836-0300
 (0006)
 BLN/CI RED BOLD LISTING (NAME & NUMBER BOLD) 59.00 RM004
 SRL STANDARD BLACK SERVICE REFERENCE LISTING 0.00 RM004

Heading Subtotal : 118.00

Prepared By: DONELLA B. GACHETT

LT002

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Ameritech Customer Receipt

Page 1 of 2

11/05/2004 - 10:09 AM

Customer ID: 4005596648
RJCK ANGHELD HOME MORTGAGE CO
2800 STATE RD
CUYAHOGA FALLS, OH 44223-1608

(330) 926-5626

Directory	Issue	Billing Information	Monthly Total
AKRON	01/01/2005	(330) 836-0300	295.00
		(330) 836-8361	59.00
		(330) 923-6829	0.00
		(330) 929-1685	0.00
		2800 STATE RD	0.00
AKRON TOTAL			354.00

What are
these?

* Please bill Real Estate +
mortgage separately.

* Please remove our listing
under the "LOAN" category.

Thanks,
Lauren Angheld

I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS ON THE FACE AND REVERSE SIDE, PARTICULARLY THE PARAGRAPH WHICH LIMITS MY
REMEDIES AND PUBLISHER'S MAXIMUM LIABILITY IN THE EVENT OF ANY ERROR OR OMISSION.
** DISTRIBUTION OF DIRECTORIES MAY OCCUR VIA BOTH PRINT AND ELECTRONIC MEANS.

Donella B. Gachett

ACCOUNT EXECUTIVE

7579

SALES I.D. CODE

F.E.I.N. (FEDERAL EMPLOYER IDENTIFICATION NUMBER)

Prepared By: DONELLA B. GACHETT

SIGNATURE OF CUSTOMER

LAUREN ANGHIELD

CUSTOMER NAME (PRINTED)

341841651

IF NO F.E.I.N. CHOOSE ONE:

341900089 - MORTGAGE

TAXPAYER I.D. NUMBER

SOCIAL SECURITY NUMBER

DATE

11-05-04

assistant 4

TITLE

REAL ESTATE

LT002

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