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2003 JAN 14 AM 9:51

FORMAL COMPLAINT FORM

Bill Wedebrock
(YOUR NAME)

PUCO

AGAINST

03-144-TP-CSS

AT&T
(THE COMPANY)

MY COMPLAINT IS:

See Attached

(ADDITIONAL INFORMATION MAY BE ATTACHED)

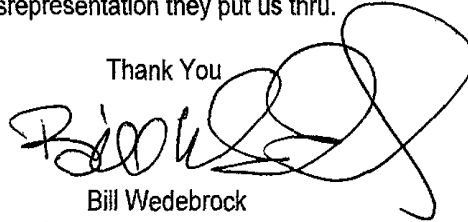
[Signature]
SIGNATURE
264 White St
STREET ADDRESS
Wledo, OH 43085
CITY, STATE, & ZIP
727-515-5934
TELEPHONE NUMBER

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Technician AMN Date Processed 1/14/03

TO WHOM IT MAY CONCERN:

I have filed this complaint before with you. AT&T guaranteed us on several occasions that they could hook up local phone service for us. This is one of the numbers they promised us (419) 693-7541. They ended up giving us 2 different numbers that they never connected. They promised us so many dates of connection I lost count. They lied to us several times about what was going on and just led us on for a month. This phone was needed for a disabled child so she could make emergency calls when needed. I ended up getting a phone thru Ameritech. But in the process of all the lies that AT&T put us thru my cell phone bill for all the 800 calls to them came out to \$183.68. That does not include the rest of my bill for that period. I feel AT&T owes me this money plus more for the lies and misrepresentation they put us thru.

Thank You

A handwritten signature in black ink, appearing to read 'Bill Wedebroek', with a large, looping flourish extending from the end of the signature.

Bill Wedebroek

P.O. Box 56592

St Petersburg, FL 33732
(727) 515-5934

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Your input is important to the PUCO. Thank you for taking the time to fill out this form.

The information you provided has been sent to the PUCO Public Interest Center. The PUCO Public Interest Center reviews all submissions and will respond as quickly as possible.

E-mail webmaster@puc.state.oh.us
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The Public Utilities Commission of Ohio
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<http://www.PUCO.ohio.gov/>

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Alan R. Schriber, Chairman