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file

PIC 97-39120

FORMAL COMPLAINT FORM

ANNA M. FALABELLA
(YOUR NAME)

AGAINST

NORTH AMERICAN COMMUNICATIONS
(THE COMPANY)

RECEIVED-BOOKETING DIV
97 SEP 12 AM 9:04
PUCO

97-1065-TP-CSS

MY COMPLAINT IS:

This company is overcharging me on my phone bills. I need the correct adjustments made. I have attached copies of my complaint.

(ADDITIONAL INFORMATION MAY BE ATTACHED)

Anna M. Falabella
SIGNATURE
16A Holly Dr. #34
STREET ADDRESS
Girard, Ohio 44420
CITY, STATE, & ZIP
330-759-1876
TELEPHONE NUMBER

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Technician SW Date Processed 9-15-97

To Whom it may concern,

9-3-97

RECEIVED-DOCKETING DIV
97 SEP 12 AM 9:04

I am writing the PUCO to inform you of the complaint I am making about my phone bill. I have informed Miss. Malone about my problems I have been having with North American Communications. My local phone company is Ameritech, but the problems I am having are coming from North American Communications. I have been having these problems for approximately 9 months. They have been overcharging me for calls I have been getting from a correctional facility in Mahoning County in Youngstown, Ohio. The name of the facility is The Mahoning County Justice Center. I have been arguing with this company for the past year or so and they are still making the same mistakes. I get 3 phone calls a day from my boyfriend from this facility. They are all scheduled phone calls. My phone bill states that he is calling me more than 3 times a day. My bills also state that he is calling me at all different hours of the day. Sometimes there are calls I am being

Charged for when the inmates are locked down or when the phones are turned off, therefore it is impossible that he is calling me at these times. Each inmate has scheduled phone calls that he or she makes. You can verify this by calling the place if you'd like. I would like some help in this matter so that someone can make the correct adjustments needed. I know that I am owed some money but I am so confused about my bill that I don't know what that consists of. North American Communications has already credited \$118.00 toward my account but I know they owe me more and like I said they are still making the same mistakes on my current bill. It would be greatly appreciated if someone would help me in this matter. Here are some addresses and phone numbers to help you out:

Mahoning County Justice Center
110 Fifth Avenue
Youngstown, Ohio 44503 - Phone - 330-480-5000

North American Communications
101 West 11th Street, Suite 910
Kansas City, Missouri, 64105
ASK FOR REGINA CANADY - 1-800-211-1383

THANK YOU,
Sincerely
Anna M.
Falabella