

file

RECEIVED-DOCKETING DIV
JAN 22 AM 9:21
PIC

19

FORMAL COMPLAINT FORM

NICK G. VERIKAKIS
(YOUR NAME)

AGAINST

01-157-TP-CSS

AMERITECH
(THE COMPANY)

MY COMPLAINT IS:

See attached three- (3) page letter following this complaint.

This is to certify that the charges appearing are an accurate and complete statement of a case file document delivered in full. Date: 1-22-01
Technician: [Signature] Date Processed: 1-22-01

(ADDITIONAL INFORMATION MAY BE ATTACHED)

Nick G. Verikakis

SIGNATURE

1528 LAUDERDALE AVE.

STREET ADDRESS

LAKEWOOD, OH. 44107

CITY, STATE, & ZIP

216-226-4352

TELEPHONE NUMBER

DATE SENT 1-2-01

S ON 1-15-01

furnished by said public utility, or in connection with such service, is, or will be, in any respect unreasonable, unjust, insufficient, unjustly discriminatory, or unjustly preferential or that any service is, or will be, inadequate or cannot be obtained, and, upon complaint of a public utility as to any matter affecting its own product or service, if it appears that reasonable grounds for complaint are stated, the Commission shall fix a time for hearing and shall notify complainants and the public utility thereof, and shall publish notice thereof in a newspaper of general circulation in each county in which complaint has arisen. Such notice shall be served and publication made not less than fifteen days nor more than thirty days before hearing and shall state the matters complained of. The Commission may adjourn such hearing from time to time.

The parties to the complaint shall be entitled to be heard, represented by counsel, and to have process to enforce the attendance of witnesses.

Upon the filing of a complaint by one hundred subscribers or five percent of the subscribers to any telephone exchange whichever number be smaller, or by the legislative authority of any municipal corporation served by such telephone company that any regulation, measurement, standard of service, or practice affecting or relating to any service furnished by said telephone company, or in connection with such service is, or will be, in any respect unreasonable, unjust, discriminatory or preferential, or that any service is, or will be inadequate or cannot be obtained, the Public Utilities Commission shall fix a time for the hearing of such complaint.

The hearing provided for in the next preceding paragraph shall be held in the county wherein resides the majority of the signers of such complaint, or wherein is located such municipal corporation. Notice of the hearing shall be served upon the telephone company complained of, upon each municipal corporation served by said telephone company in the county or counties affected, and shall be published for not less than three consecutive weeks in a newspaper of general circulation in the county or counties affected. Such hearing shall be held not less than fifteen nor more than thirty days after the third publication of such notice.

RECEIVED-BOOKETING DIV
PIC
JAN 22 AM 9:21

PUCO

FORMAL COMPLAINT FORM

NICK G. VERIKAKIS
(YOUR NAME)

AGAINST

AMERITECH
(THE COMPANY)

01-157-TP-CSS

MY COMPLAINT IS:

See attached three- (3) page letter following this complaint.

(ADDITIONAL INFORMATION MAY BE ATTACHED)

Nick G. Verikakis
SIGNATURE

1528 LAUDERDALE AVE.
STREET ADDRESS

LAKEWOOD, OH. 44107
CITY, STATE, & ZIP

216-226-4352
TELEPHONE NUMBER

DATE SENT 1-2-01

(1st Sent in to the Commission on 1/2/01 via First Class U.S. Mail.)
(2nd Sent in to the Commission on 1/16/01 via Certified U.S. Mail.)

Nick G. Verikakis

1528 Lauderdale Avenue

Lakewood, Ohio 44107-3608

Phone (216) 226-4352

Fax (216) 226-1116

January 02, 2001

PUBLIC UTILITIES COMMISSION OF OHIO

C/o: DOCKETING DIVISION.

180 East Broad Street

Columbus, Ohio 43215-3793

Phone: 1-800-686-7826 / 1-614-728-7848

Fax : 1-614-752-8351

VIA FAX TRANSMISSION

VIA FIRST CLASS U.S. MAIL &

VIA CERTIFIED U.S. MAIL - RETURN RECEIPT REQUESTED

Re: **FORMAL COMPLAINT:**

To Whom It May Concern:

My name is Nick G. Verikakis and I reside at 1528 Lauderdale Ave. Lakewood, Ohio 44107. Presently I am a new customer of CORECOMM. I used to live at 11811 Lake Ave., Suite 605 Lakewood, Ohio 44107 for the last thirteen- (13) years where I was a customer of AMERITECH.

At the beginning of August of 2000 I asked AMERITECH to transfer my telephone service (of two lines) from my old residence to the new one. AMERITECH told me that in order to have two lines activated, they would need to install a second wire, unlike my old residence where they were able to have both lines run through one wire. Afterwards, they installed a second wire but they did a sloppy installation. Regardless of the above, AMERITECH is been asking me to pay their bill of service transfer that never worked along with the improper installation of a new line a total of \$290.00. I have requested AMERITECH to send me a detail billing of their charges but as of today I still have not received one.

My phone service never worked due to a "static noise" on the line caused by improper connection according to "Corecomm" installers later-on who told me quoting their words: "That first installer had forgotten to tighten-up the connection line". This went on for about one and a half-month and I was unable to make or receive calls.

On September 1st, 2000 I called PUCO @ 1-800-686-7826 and I asked them of what I should do. PUCO told me that they would try to help by contacting Ameritech within 5-7 business days. I was told by PUCO, that if I wasn't happy with AMERITECH, then I had three other options. Those options were to contact any of the other three Telephone utility companies available in my area, one of which were: CORECOMM @ 1-877-267-3266. As of September 16, 2000 I switched over to "Corecomm".

I have been waiting for AMERITECH to return my calls and to return to correct their installation during October and November but no success. I called and spoke to Tammy Mitchell at PUCO who asked me to call AMERITECH at 1-800-824-8612 and to speak to their Executive office. Tammy told me to file a claim of any money damages that I had suffered due to improper installation and the delay for service of a month and a half.

I called AMERITECH at 1-800-824-8612 and spoke to a lady named: Michelle. Her direct line was 1-800-592-5386 ext-41830. She promised on 12/01/00 to send to me a copy of the last bill that I never received and to have the installation supervisor call me to come out to install the line properly before I go to an outside private company installer.

On December 1, 2000, at the advice of PUCO, I asked AMERITECH to return and install their line correctly. Also on that day, I filed a claim asking them to pay me \$1,000 for damages that I had suffered during that one and a half-month without service. That amount included "loss" in my business as a Real Estate Sales and property rentals, cost of an improper installation that needs to be corrected, and damages to my Credit rating. Furthermore, I would like AMERITECH to be responsible to pay my Attorney fees and any legal expenses, should I need to pursue this matter further.

On December 4, 2000 AMERITECH at last sent out their installation supervisor Mr. Gary @ 216-217-1237 who asked me to allow him to come out immediately that same day which I did. After he looked at the prior installation he told me that this installation is wrong and it did not need to have that extra outside wire installed in the first place. Mr. Gary stated that he would like to make another appointment to come back with his tools and correct the problem by completely removing the outside wire and use the original inside wiring to provide two lines to my room. I have been trying to reach Mr. Gary to ask him to return but I am not able to reach him because the telephone number that he gave to me was a cellular number from "ALLTEL" and his cellular phone is turned off anytime I try calling him.

I called back on 12/8/00 and spoke to a lady Terri Garcia at the repair department who told me that she is not able to make any appointment for me. I called the executive office at 1-800-592-5386 ext-41830 and they told me that they would call me back to give me a date and time of the installation. I spoke to Stephanie who gave to me a very difficult time by continuing asking me to return back to AMERITECH. Finally she ended the call by promising to call me back but she never did.

In addition, on Monday, 12/11/00, I spoke with AMERITECH'S Claims department (Risk Management/ Claims) @ 1-888-306-9288 and spoke to CINDY WARNER whose direct line is 216-822-3262 who took my claim over the telephone, and issued to me a CLAIM #24200012-44-0020. Cindy promised to me that they would assign an investigator and that he or she would be contacting me within the next 10- days.

Ameritech had responded to me that they were not allowed to speak with me, unless I am presently a customer of theirs.

On Monday, 12/11/00 I received a call at 6:19 p.m. from Ameritech's Claims department, ID 216-822-3262. The person who was handling my claim was CINDY WARNER @ 216-822-3262. She promised that she would call me back to give me their decision. She called me back the same day to inform me that they do not take claims from consumers but only from other utility companies who are filing a claim on behalf of their customer(s), or directly from PUCO. I immediately called both CORECOMM and PUCO but they told me that they have never heard or done that before and that the only way to file a claim is through AMERITECH directly. According to CORECOMM and PUCO: if AMERITECH is refusing to take my claim, then they are in violation of the 4905.26 OHIO REVISED CODE and/or 4901-9-01 OHIO ADMINISTRATIVE CODE.

Finally, AMERITECH represented by their Collection departments "RMA" & "UCA" are disregarding the rules of the Commission including the 4905.26 OHIO REVISED CODE and/or 4901-9-01 OHIO ADMINISTRATIVE CODE and continue calling to harass me on a daily basis. Notwithstanding, I have informed them via writing several times through their Billing department and Collection departments. Last call received was on 1/14/01. This behavior is not acceptable, and in my opinion it should not be tolerated. These actions by AMERITECH should be treated subject to the laws and regulations of the Commission and the 4905.26 OHIO REVISED CODE and 4901-9-01 OHIO ADMINISTRATIVE CODE and it should be subject to appropriate fines and/or penalties currently in effect.



The Public Utilities Commission of Ohio

Bob Taft, Governor

Alan R. Schrier, Chairman

Commissioners

Ronda Hartman Fergus

Craig A. Glazer

Judy A. Jones

Donald L. Mason

December 19, 2000

Nick Verikakis
1528 Lauderdale Ave
Lakewood, OH 44107

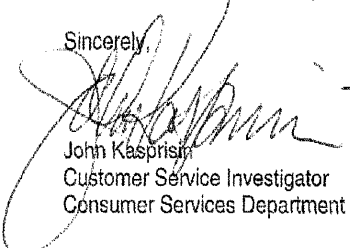
Dear Mr. Verikakis:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). As you requested, I have enclosed the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. One original and 10 copies of the complaint must be provided.

I hope this information is helpful to you.

Sincerely,



John Kasprisin
Customer Service Investigator
Consumer Services Department

Encl

(Received on December 30, 2000)



The Public Utilities Commission of Ohio

Bob Taft, Governor

Alan R. Schriber, Chairman

Commissioners

Ronda Hartman Fergus

Craig A. Glazer

Judy A. Jones

Donald L. Mason

December 29, 2000

Nick Verikakis
1528 Lauderdale Ave
Lakewood, OH 44107

Dear Mr. Verikakis:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding Ameritech.

Please be advised that Ameritech has provided to me their response to the problems raised in your complaint. I have enclosed a copy of the pertinent portions of that response. If you have any questions regarding this enclosure, you may reach me at 1-800-686-7826. If I do not hear from you, I will assume that this matter has been resolved and will close the complaint.

PUCO welcomes the opportunity to help Ohio's citizens with their utility concerns. Should you have any questions about this or any other utility-related matter, please contact a representative at the above number.

Sincerely,

John Kasprisin
Customer Service Investigator
Consumer Services Department

Encl.

(Received on 1/10/01)

RE: Nick G VERIKAKIS

NIQ: (216) 226-4352

REC: 12-27-00

FROM: AMT.

Background

Mr. Verikakis states that he had static on his main number and repair gave him a 9/11/00 cmt. He wanted this expedited.

Receipt of Appeal/Acknowledgement

- 09/05/00

Interim Response

Final Response

- 09/14/00 Technicians went out to fix line & rewire drop. Mr. Verikakis disconnected service with Ameritech on 9/14/00.

- 12/14/00 Mr. Verikakis disputing \$290 bal due on his acct. His current balance after credits that were applied to his Oct bill, is \$218.01. These are correct charges and will not be adj'd. He had charges of \$205.43 transferred from his otn, that are independent of his disputed install chgs.

(Received on 1/10/01)

The Public Utilities Commission of Ohio

Bob Taft, Governor

Alan R. Schriber, Chairman

November 27, 2000

Nick Verikakis
1528 Lauderdale Ave
Lakewood, OH 44107

RE: Dispute of Ameritech telephone bill

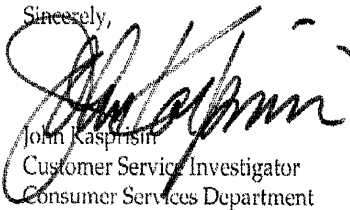
Dear Mr. Verikakis:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding Ameritech. I am conducting an investigation on your behalf and will advise you of its progress.

Please provide me with a copy of the bill in dispute. Also, please provide a written summary of your phone conversation with Sherri at Ameritech's customer service. This information will help me to expedite this investigation.

If you have questions or need additional information, please contact me at 1-800-686-7826 (PUCO).

Sincerely,



John Kasprisin
Customer Service Investigator
Consumer Services Department

PO BOX 29670
CHICAGO, IL 60629-0670

November 11, 2000



00002

Verikakis Nick
1528 Lauderdale Av
Cleveland, Oh. 44107



Dear Verikakis Nick :

We are writing to alert you to the fact that you may face further collection action regarding the past due payment for the final bill on telephone account 216 226-4352 521. The amount past due is \$290.42.

If this payment has not been made, please pay the entire amount today. We are withholding any further action for 10 days from the date of this letter. However, if the payment is not received by then, we will have to take further collection action and your debt may be reported to a major nationwide credit bureau.

If this payment has not been made, you can make your payment today through automatic withdrawal from your bank account by calling us at 800-424-7272. Please have your bank account information available before you call.

Thank you for your immediate attention to this serious matter.

Sincerely,

Your Ameritech Credit and Collections Representative

Encl: Return Envelope

Mail this section with your check made payable to Ameritech for amount due.

FROM:
Verikakis Nick
1528 Lauderdale Av
Cleveland, Oh. 44107

Ameritech
Bill Payment Center
Saginaw, MI 48663-0003

Account Number: 216 226-4352 521
Amount: \$290.42

Please send this with your payment today.

(Received on 11/18/00)

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<p>■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.</p> <p>■ Print your name and address on the reverse so that we can return the card to you.</p> <p>■ Attach this card to the back of the mailpiece, or on the front if space permits.</p>		<p>A. Received by (Please Print Clearly) B. Date of Delivery</p> <p>C. Signature</p> <p>X 2000</p> <p><input type="checkbox"/> Agent</p> <p><input type="checkbox"/> Addressee</p>	
<p>1. Article Addressed to:</p> <p>AMERITECH</p> <p>c/o: BILL PAYMENT CENTER</p> <p>SAGINAW, MI</p> <p>48663-0003</p>		<p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes</p> <p>If YES, enter delivery address below: <input type="checkbox"/> No</p>	
<p>2. Article Number (Copy from service label)</p> <p>7000 1530 0006 2772 3995</p>		<p>3. Service Type</p> <p><input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail</p> <p><input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.</p>	
		<p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>	
PS Form 3811, July 1999		Domestic Return Receipt 102595-00-M-0862	

<p>VICK G. VERIKAKIS</p> <p>1528 Lauderdale Avenue</p> <p>Lakewood, Ohio 44107</p>	<p>UNITED CREDITORS ALLIANCE CORPORATION</p> <p>c/o: <u>ROBERT THOMSON</u></p> <p>10 Lake Center Exec Park/401 RT. 73</p> <p>NORTH/MARLTON, NJ 08053</p>
<p>VIA FIRST CLASS U.S. MAIL</p>	

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY	
<p>■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.</p> <p>■ Print your name and address on the reverse so that we can return the card to you.</p> <p>■ Attach this card to the back of the mailpiece, or on the front if space permits.</p>	A. Received by (Please Print Clearly) B. Date of Delivery	
	<p>C. Signature</p> <p>X <i>[Signature]</i> <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p>	
<p>1. Article Addressed to:</p> <p>PUBLIC UTILITIES COMMISSION OF OHIO C/O: CONSUMER COMPLAINTS 180 EAST BROAD STREET COLUMBUS, OHIO 43215-3743</p>	<p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If YES, enter delivery address below:</p>	
<p>2. Article Number (Copy from service label)</p> <p>7000 1530 0006 2772 3988</p>	<p>3. Service Type</p> <p><input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail</p> <p><input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.</p>	
	<p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>	
<p>PS Form 3811, July 1999 Domestic Return Receipt 102595-02-M-0952</p>		

Nick G. Verikakis

1528 Lauderdale Avenue

Lakewood, Ohio 44107-3608

Phone (216) 226-4352

Fax (216) 226-1116

January 03, 2001

PUBLIC UTILITIES COMMISSION OF OHIO

C/o: **JOHN KASPRISIN**, Consumer complains.

180 East Broad Street

Columbus, Ohio 43215-3793

Phone: 1-800-686-7826 / 1-614-728-7848

Fax : 1-614-752-8351

VIA FAX TRANSMISSION &

VIA FIRST CLASS U.S. MAIL

Re: Unresolved dispute of telephone bill, from my previous telephone company; "Ameritech".

Dear John,

Today Wednesday, January 03, 2001 I just received another letter from this Collection Agency, referring to a dispute involving Ameritech.

Per our telephone conversations, I have requested relief on my damages in the amount of \$1,000.00. That amount includes a no-telephone service for a month and a half that resulted in a great amount of "loss" in my business, cost of an improper installation that needs to be corrected, including but not limited damages to my Credit rating.

I am still waiting per your advice to receive your decision letter that I could take with me to Court to file a Sue against AMERITECH to collect for my damages.

As you can see from the copy below, this dispute is far from being resolved. Please call me at your earliest convenience to give me an update on the status of my complaint.

Thank you again for your attention.

Sincerely,

Nick G. Verikakis

Nick G. Verikakis

Consumer.

No. of pages attached: 7 (including cover page).

Nick G. Verikakis

1528 Lauderdale Avenue

Lakewood, Ohio 44107-3608

Phone (216) 226-4352

December 20, 2000

UNITED CREDITORS ALLIANCE CORPORATION

C/o: ROBERT THOMSON

10 Lake Center Exec Park/ 401 RT. 73

NORTH/ MARLTON, NJ 08053

Phone: 1-800-299-4768 Ext-248 / 251 / 1-856-985-5553

Fax #: 1-856-985-1919

**VIA FAX TRANSMISSION &
VIA FIRST CLASS U.S. MAIL**

Re: Response to your inquiry.

Dear Ladies and Gentlemen,

I have just received your letter and I have contacted the proper authority listed below, in an attempt to resolve this matter as expeditiously as possible.

If you require additional information on this issue, and according to the FAIR DEBT COLLECTION ACT, please contact Mr. John Kasprisin who is representing me on this matter and handles my formal complaint. His name, address and phone numbers is listed below for your convenience:

PUBLIC UTILITIES COMMISSION OF OHIO

C/o: JOHN KASPRISIN, Consumer complains.

180 East Broad Street, Columbus, Ohio 43215-3793

Phone: 1-800-686-7826 / 1-614-728-7848 - Fax: 1-614-752-8351

Please be apprised, any attempt on your part or on the part of your client (Ameritech), to deliberately cause damage to my credit rating or non compliance with the FAIR DEBT COLLECTION ACT, I as a consumer, would have no other alternative but to take legal action against you and your client.

Thank you for your attention.

Cordially,

Nick G. Verikakis

Nick G. Verikakis

Cc: JOHN KASPRISIN, Consumer complains.
(PUBLIC UTILITIES COMMISSION OF OHIO)

No. of pages attached: 2 (including cover page).



UNITED CREDITORS ALLIANCE CORPORATION

10 LAKE CENTER EXEC PARK/401 RT 73 NORTH/MARLTON, NJ 08053/856-985-5553/FAX 856-985-1919

December 4, 2000

G010960456/0240/70-000142

NICK VERIKAKIS
1528 LAUDERDALE AV

LAKEWOOD OH 44107

Creditor: AMERITECH - OH
Account #: 216-226-4352-521
Acct Date: 10/01/00
Amount Due: \$290.42

RECEIVED
12-11-00

Dear NICK VERIKAKIS

The above referenced account has been forwarded to our office for the collection of the balance in full. Our client has attempted to resolve this debt with you, however, as of this date it appears as though your decision was to ignore all previous attempts at a voluntary resolution of this problem.

Our client has authorized us to take whatever legal means are necessary in order for this debt to BE PAID! We would certainly recommend that you take advantage of the opportunity, while we are extending this courtesy, and pay the balance in full.

Unless we receive your check or money order for payment, your name and the amount you owe will be reported to a national credit bureau. This information will then be made available by the bureau to those who have legitimate business need upon request.* Following this will be any further continued collection proceedings necessary to recover our client's money.

Please remit the balance in full by return mail.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that the debt or any portion thereof is disputed, this office will obtain verification of the debt or obtain a copy of a judgement and mail you a copy of such judgement or verification. If you request this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor. We are a debt collector, attempting to collect a debt and any information obtained will be used for that purpose.

*Under federal law you have the right to a disclosure of the nature and substance of all information in your files about you and the right to dispute the accuracy and completeness of any information we may report.

SEE REVERSE SIDE FOR IMPORTANT INFORMATION



RISK MANAGEMENT ALTERNATIVES, INC.

Formerly known as United Creditors Alliance Corporation

10 LAKE CENTER EXEC PARK/401 RT 73 NORTH/MARLTON, NJ 08053/856-985-5553/FAX 856-985-1919
P.O. BOX 4022/REYNOLDSBURG, OH 43068-9022

G010960456/0041/70-000142

NICK VERIKAKIS

1528 LAUDERDALE AV

LAKEWOOD OH 44107-3608

January 3, 2001

Creditor: AMERITECH - OH

Account #: 216-226-4352-521

Acct Date: 10/01/00

Amount Due: \$218.01

Dear NICK VERIKAKIS:

Your account remains seriously over due.

Our client's policy is to attempt to resolve collection problems through our company, prior to making a decision on additional collection procedures.

We urge you to resolve this debt, or you will leave our client no other alternative but to pursue this matter further.

Please contact our office at (856)985-5553 to resolve this problem.

Sincerely,

ROBERT THOMPSON

We are a debt collector attempting to collect a debt, and any information obtained will be used for that purpose.

(Received on 1/10/01)

Nick G. Herikakis

1528 Lauderdale Avenue

Lakewood, Ohio 44107-3608

Phone (216) 226-4352

Fax (216) 226-1116

November 18, 2000

PUBLIC UTILITIES COMMISSION OF OHIO

C/o: TAMMY MITCHELL, Consumer complains.

180 East Broad Street

VIA FAX TRANSMISSION &

Columbus, Ohio 43215-3793

Phone: 1-800-686-7826

Fax : 1-614-752-8351

VIA CERTIFIED U.S. MAIL - RETURN RECEIPT REQUESTED

Re: Dispute of telephone bill, from my previous telephone company;
"Ameritech".

Dear Gentlemen,

I have recently moved to a new home after living at the same residence for over twelve- (12) years and after have been paying all my phone bills on time.

Ameritech claims that I have owed to them a \$290.00 fee for transferring my service from my old residence to the new one.

In addition, since the first day they allegedly transferred my telephone service *it took them about one month and a half- (1.5 month) to return to repair a static noise that was on my line and I could not use my phone for the entire time.* I ended-up loosing important calls, especially business calls, since I work out of my home, but Ameritech did not seem to care about my damages. *They installed a second line at my home, but again they did not properly install the line from inside the home as any professional installer would do and disguise the telephone wires.* Instead, and to make it convenient for them, they drill the wires from the outside the brick home, letting the wires hanging outside the walls without my approval. The telephone installer asked me to sign the satisfactory installation sheet indicating that the new service is working at that time, so I did. After the installer left, I realized that he did not install the wires inside the house as he should have done, but instead he installed the wires on the outside of the walls, and the line had a constant static noise.

I waited for them to come back to repair the problem and to reinstall the outside line for over a month and a half. At that point I had contacted you and you told me that I could seek the help of another Telephone Company such as "Corecomm" and I immediately contact them and transferred my service with "Corecomm". As of today, I am very satisfied with my new service from "Corecomm".

These false accusations of owing to them back-bills from "Ameritech" are not true. They started accusing me of owing to them unpaid bills ever since I told them that I wanted to transfer my service to another Telephone Company.

I would like to have an investigation in regards to the alleged overcharging of Ameritech, and to have them return and install the line that they claim they installed properly, as they should have done on the first place. I would appreciate your help on this urgent matter.

If you have any questions on this matter or require additional information, please feel free to contact me.

Sincerely,

Nick G. Verikakis

Nick G. Verikakis

Consumer.

No. of pages attached: 3 (including cover page).

NICK G. VERIKAKIS
1528 Lauderdale Avenue
Lakewood, Ohio 44107

VIA CERTIFIED U.S. MAIL - RETURN RECEIPT REQUESTED

PUBLIC UTILITIES COMMISSION OF OHIO

C/o: Consumer complains.
180 East Broad Street
Columbus, Ohio 43215-3793

NICK G. VERIKAKIS
1528 Lauderdale Avenue
Lakewood, Ohio 44107

VIA CERTIFIED U.S. MAIL - RETURN RECEIPT REQUESTED

AMERITECH

C/o: Bill Payment Center.
180 East Broad Street
Columbus, Ohio 43215-3793

Last spoke to Sherri at Ameritech's Customer service 800-424-7272.
Also, I spoke today to Kelly at Collection department @ 800-668-6613
& Fax # 800-668-6613.