

OFFICES

TEL:

Jan 25'00 12:41 No.001 P.03



The Public Utilities Commission of Ohio

RECEIVED-DOCKETING DIV

60 FEB -2 PM 2:03

Bob Taft, Governor

Alan R. Schriber, Chairman

January 19, 2000

TO: TELEPHONE BILLING SERVICES

WENDI ROSEN

3070 WEST POST RD.

LAS VEGAS, NV. 89118

RE: Case No. 00-90-TP-CSS

GTEL
Ameritech
recoursed
ALL
RECEIVED

JAN 31 2000

PUBLIC INTEREST CENTER
PUBLIC UTILITIES COMMISSION
OF OHIO

Enclosed is a copy of a complaint filed with the Public Utilities Commission of Ohio. In accordance with Rule 4901-9-01 of the Ohio Administrative Code (revision effective April 4, 1996), you are hereby directed to file an answer to the complaint with the Commission, and serve a copy of your answer upon the complainant(s), within twenty (20) days after January 19, 2000. In addition to your answer, you may also file any motion that you find to be appropriate.

THE PUBLIC UTILITIES COMMISSION OF OHIO


Gary E. Vigorito, Secretary

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 Jean Schaffer Date Processed 2-3-00

PUC 1273 (4/96)

Public Utilities Commission of Ohio • 180 East Broad Street • Columbus, Ohio 43266-0573 • (614) 466-3016

An Equal Opportunity Employer



404½ West 75th Street Kansas City, MO 64114

Attn: Customer Services Department
Public Interest Center
Public Utilities Commission of Ohio
180 E Broad Street
Columbus OH, 43215-3793
Attention: Customer Services Department

Re: Complaint From 216-541-5481

To Whom It May Concern:

It has recently come to our attention that a complaint has been filed against Generation Telecom, Inc. Upon internal investigation of this matter, it seems that what has transpired was a simple mistake. Generation Telecom receives written requests for residential 888 services in Michigan and Ohio. A request for the aforementioned line was received in our office 5/12/99 and has been included in this correspondence. We can only assume that the line the service was initially requested on and provided for has since been disconnected and is now utilized by Myra Wallace at Allstate Insurance Company. Regrettably, Mr. Johnson did not call to cancel his service, and we continued to bill on Ms. Wallace's business line. Generation Telecom does not and will not falsely attach its 888 services to arbitrary phone lines. Services are only provided when and if requested in writing by a certified user of said phone line. Unfortunately, the offices of Generation Telecom were closed for several days during the holidays, and due to high caller volume during that time, our voice mail's maximum capacity could not facilitate several days of messages. We did not foresee this problem and have since taken steps to rectify the matter. Any inconveniences caused to involved parties are greatly regretted.

You may contact me via my direct line at 816 333 1639 for further assistance.

Respectfully,

A handwritten signature in cursive script that reads "Chandra Yager".

Chandra Yager
Customer Care Services Supervisor
Generation Telecom

10007378

Personal 888 Service Application

FULL NAME: Robert D Johnson AGE: 45
Please print name, address and phone number as it appears on your telephone bill

ADDRESS: 754 E 90th Apt #6 APT: 6

CITY: Cleveland STATE: OH ZIP: 44108

HOME PHONE: (216) 541-5481
Area Code Phone Number

I certify that I am at least 18 years of age and authorized to request this service. I further understand that I may cancel this service at any time. I hereby request Generation Telecom, Inc. to provide me with a personal identification number (PIN) which will allow me to access a designated 800 number. I understand that I will be charged 15 cents per minute for regular usage plus a monthly service charge of \$4.95 billed to me through my local telephone company. I also understand that Generation Telecom, Inc. holds the designated toll-free number, and for this reason, I cannot transfer the toll-free number to another carrier. Finally, I understand that cancellation of my service with Generation Telecom also cancels my right to access the designated toll-free number. The service provided hereunder is subject to the terms and conditions contained in Generation Telecom's effective federal and state tariffs, as amended by Generation Telecom from Time to Time.

SIGNATURE (required): Robert D Johnson DATE: 1.28.99



404½ West 75th Street Kansas City, MO 64114

Attn: Customer Services Department
Public Interest Center
Public Utilities Commission of Ohio
180 E Broad Street
Columbus OH, 43215-3793
Attention: Customer Services Department

Re: Complaint From 216-541-5481

To Whom It May Concern:

It has recently come to our attention that a complaint has been filed against Generation Telecom, Inc. Upon internal investigation of this matter, it seems that what has transpired was a simple mistake. Generation Telecom receives written requests for residential 888 services in Michigan and Ohio. A request for the aforementioned line was received in our office 5/12/99 and has been included in this correspondence. We can only assume that the line the service was initially requested on and provided for has since been disconnected and is now utilized by Myra Wallace at Allstate Insurance Company. Regrettably, Mr. Johnson did not call to cancel his service, and we continued to bill on Ms. Wallace's business line. Generation Telecom does not and will not falsely attach its 888 services to arbitrary phone lines. Services are only provided when and if requested in writing by a certified user of said phone line. Unfortunately, the offices of Generation Telecom were closed for several days during the holidays, and due to high caller volume during that time, our voice mail's maximum capacity could not facilitate several days of messages. We did not foresee this problem and have since taken steps to rectify the matter. Any inconveniences caused to involved parties are greatly regretted.

You may contact me via my direct line at 816 333 1639 for further assistance.

Respectfully,

A handwritten signature in cursive script that reads "Chandra Yager".

Chandra Yager
Customer Care Services Supervisor
Generation Telecom

10007378

Personal 888 Service Application

FULL NAME: Robert D. Johnson AGE: 45
Please print name, address and phone number as it appears on your telephone bill

ADDRESS: 754 E 90th Apt #6 APT: 6

CITY: Cleve STATE: OH ZIP: 44108

HOME PHONE: (216) 541-5481
Area Code Phone Number

I certify that I am at least 18 years of age and authorized to request this service. I further understand that I may cancel this service at any time. I hereby request Generation Telecom, Inc. to provide me with a personal identification number (PIN) which will allow me to access a designated 800 number. I understand that I will be charged 15 cents per minute for regular usage plus a monthly service charge of \$4.95 billed to me through my local telephone company. I also understand that Generation Telecom, Inc. holds the designated toll-free number, and for this reason, I cannot transfer the toll-free number to another carrier. Finally, I understand that cancellation of my service with Generation Telecom also cancels my right to access the designated toll-free number. The service provided hereunder is subject to the terms and conditions contained in Generation Telecom's effective federal and state tariffs, as amended by Generation Telecom from Time to Time.

SIGNATURE (required): Robert D. Johnson DATE: 1-28-99