

FILE



The Public Utilities
Commission of Ohio

RECEIVED-DOCKETING DIV

07-89-TP-CSS
Case Number

2007 JAN 29 PM 2: 05

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

Formal Complaint Form

Drew Hansel
Customer Name

828 Smithfield Drive, Suite 1110
Customer Address

Sagamore Hills, Ohio 44067
City State Zip

Against

002 301 256 999
Account Number

Customer Service Address (if different from above)

Windstream
Utility Company Name

City State Zip

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

I desired to obtain the least expensive local calling plan at my new address (moved in late November 2006). When speaking to the Windstream representative to set up service at that time, I asked for the least expensive local calling plan. I was told I would receive that. Since that time, I have discovered, only through pushing the issue, that I now have an additional service with an additional fee for repairing inside phone lines that I neither need nor asked for. I also discovered that I could have gotten a cheaper fee per month on my local calling; but only after arguing with a company representative at their service number. They will not provide me my local calling plan choices in writing, but only say they will write down that I have two choices for local calling plans (which a minute earlier, was only one).

On Saturday, November 27th, at approximately 11:15 am, I called the 1-800-347-1991 number and spoke to Irene who said there was only one local calling plan which I had. When I asked if they offered a cheaper per month rate with an additional fee per call, she said they did, contrary to her statement a moment earlier. Wondering what other choices I might have, I asked for a breakdown of my choices in writing. She said she could write down what she just told me. She later said, when pressed, that she could send me a brochure which might have the information I was looking for. When I told her if it didn't have the information I wanted, why would I want it, she hung up on me.

When I called back at approximately 11:25, I spoke with Tiffany who also denied my having any other local calling fee option than the one I had. She said that she answered the question I asked and wasn't withholding information from me. My question was: "What are my local calling options?" She initially asked if I wanted to know what plan I had (?). She also said she couldn't send me a breakdown of my choices in writing.

This marks 3 times that this information has been denied me.

Signature

330-467-9590

Customer Telephone Number

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Technician

SB

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