FILE

NC

07-367-TP-CSS

JPono 13107CC

Case Number

RECEIVED-DOCKETING DIV

2007 APR -2 PM 2:29

PUCO

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

Formal Complaint Form

Jeff Pontius
Customer Name

384 E. Cooke Rd.
Customer Address

Columbus Oh 43214
City State Zip

Against

614 447 8686 3223
Account Number

AT+T
Utility Company Name

Customer Service Address (if different from above)

Columbus Oh 43214
City State Zip

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

Dear Puco, My normal Phone/internet/long dist. bill was agreed to be $80/month. At+T began billing me 120.95 Oct. 20th. I was told to recieve a credit in Nov. for $56.00. I received a bill for 71.26 (in November) but was charged 120.95 on my Credit card - (See statement) over

Signature

614·447 8686
Customer Telephone Number

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 SB Date Processed 4-2-07

Again I had contacted AT+T and was told this would be resolved. My service was cancelld - NOV 15, 06 I recieved a $61.00 credit and billed again Dec 20 for 71.25. Which I had tried to contest by (blocking payment) on my credit card. AT+T had a collection agency contact me and I paid the bill in full. I would like a refunded amount of 71.25 plus over paid charges for the months of October, + November-

Thank you

[illegible]

614-447-8686

NATIONAL CITY BANK
PO BOX 2349 #KA16F5
KALAMAZOO MI 49003-2349

NationalCity

ZWC 7091 0
56249600 000125

MasterCard VISA

ACCOUNT NUMBER	PAST DUE AMOUNT	NEW BALANCE	MINIMUM PAYMENT DUE	PAYMENT DUE DATE	WRITE AMOUNT OF PAYMENT
[redacted]	0.00	931.42	23.00	01/16/07	

NATIONAL CITY
P.O. BOX 856176
LOUISVILLE, KY 40285-6176

JEFFREY W PONTIUS
384 E COOKE RD
COLUMBUS OH 43214-2812

FOR CUSTOMER SERVICE CALL: 800-558-8472

ACCOUNT NUMBER	TOTAL CREDIT LINE	AVAILABLE CREDIT LINE	STATEMENT DATE	PAYMENT DUE DATE	MINIMUM PAYMENT DUE
[redacted]	9500	8496	12/20/06	01/16/07	23.00

TRANS DATE	POST DATE	REFERENCE NUMBER	MERCHANT NAME OR TRANSACTION DESCRIPTION	AMOUNT
			PREVIOUS BALANCE	885.22
1119	1121	2416405NLB018X53M	EXXONMOBIL26 09673906 COLUMBUS OH	36.02
1120	1121	2461043NL03S84MQB	AT&T EASYCHARGE 800-244-4444 IL	120.95
1120	1121	2461043NM09FD57M3	THE HOME DEPOT #3885 CANAL WINCHES OH	27.02
1120	1121	2461043NM09FD57R6	THE HOME DEPOT #3885 CANAL WINCHES OH	14.17
1120	1121	2461043NM09FD57VT	THE HOME DEPOT #3885 CANAL WINCHES OH	43.98
1130	1130	2416405NZB018XFDA	EXXONMOBIL26 09673906 COLUMBUS OH	25.71
1207	1207	2407280P55SF9SF6N	COLUMBUS DISP/THISWEEK 614-461-5555 OH	60.61
1207	1207	2471705P5JP77N390	GUARDIAN WATER AND POWER 614-2913141 OH	61.25
1209	1209	2442363P8KANR6GJP	SPEEDWAY 9775 Q64 COLUMBUS OH	36.10
1210	1210	2407280P85SFA3KSD	COLUMBUS DISP/THISWEEK 614-461-5555 OH	60.61
1210	1210	2407280P85SFA3KSM	COLUMBUS DISP/THISWEEK 614-461-5555 OH	29.25
1210	1210	2407280P85SFA3KV5	COLUMBUS DISP/THISWEEK 614-461-5555 OH	8.88
1212	1212	2413829PB9GVTTNAX	LOWE'S #1175 COLUMBUS OH	9.14
1214	1214	2444500PDKFW4TEER	WEBBER DIY 614-575-2687 OH	104.51
1215	1215	2416407PD2LR8T0JF	TARGET 00019786 COLUMBUS OH	80.04
1216	1216	2422638PFAFZ9V1YG	WM SUPERCENTER COLUMBUS OH	213.18
1206	1206	7443600P4SBZKPXL9	PAYMENT THANK YOU KALAMAZOO MI	885.22-
		**** PROMOTIONAL RATE ***** CURRENT APR 0.000% ****		
		REMAINING PROMOTIONAL BALANCE $663.57		

Previous Balance	− Payments/ Credits	+ Purchases/ Debits	+ Cash Advances	+ Finance Charges	+ Other Charges	= New Balance

THIS IS A COURTESY TRANSACTION REGISTER

SEND INQUIRIES TO:

ZWC