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FILE

07-799-TP-CSS 2



The Public Utilities
Commission of Ohio

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Case Number

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

PUCO
Formal Complaint Form

Great Clips / Don HERBERT
Customer Name

2598 St. Rt. 59
Customer Address

REVENNA OH 44266
City State Zip

Against

330 6733383
Account Number

First Communications
Utility Company Name

2500 St. Rt. 59
Customer Service Address (if different from above)

KENT OH 44240
City State Zip

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

See attached.

Leon Herbert
Signature

330-673-3383
Customer Telephone Number

The Public Utilities Commission of Ohio
Ted Strickland, Governor • Alan R. Schriber, Chairman
Commissioners: Ronda Hartman Fergus, Judy A. Jones, Valerie A. Lemmie, Donald L. Mason
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

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Technician ADP Date Processed 7/11/07

Sat, June 8th 2007

My complaint against First Communications is one of inadequate service.

My place of business (Great Clips) was relocated 3-400 yds. away from a plaza next to a Wal-Mart, into an outparcal. The Wal-Mart is converting into a Super Center. I have been in business for 9 years. I had been doing business with First Comm. for about a year and a half (no-complaints).

I notified First Comm. well in advance of my move. (April-07). I talked with a Tom Morris (sales-First Comm.) May-07. I was told there would be no problems. I talked with Cynthia Thompson again no problem, also Angie in Customer Service again no problem.

I was without service from the 31st of May until the 7th of June.

I made this move as easy as possible for First Comm. All the wiring was done, all the jacks were installed, all they had to do was pull a wire from the demark (next door) and install a box. Their rep was there less than a hour. First Comm. was totally negligent in their duties of supplying me with uninterrupted service. To add insult to injury their legal Dept called and offered me a \$60 credit on my next bill!

I was without phone service for 7 days. I could not tell any of my customers we had moved, I could not make any apptments. I could not process any credit cards. I ran an ad in the local Town Money Saver for Kent and Ravenna. I did a special \$8.99 haircut for the month of June. Because of First Comm. negligence, I had the worst June I have ever had! All this, not to mention the fact that I put all my employee's in jeopardy, because there was no phone service.

I spent over \$6,500 in promoting my Grand Re Opening!

I'm hoping someone at the P.U.C.O. can and will realize how insulting \$60 is!

I'm asking for \$4,200. This is an amount that represents the discounting I did for the month of June! It does not represent the \$600 I spent on adverting, staffing, signage, and promoting in general. My entire month of June was a disaster.

Don Herbert
143 Moray Dr.
Akron, Ohio 44319

330-644-7679