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FILE



The Public Utilities Commission of Ohio

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2007 SEP 20 PM 2: 33

07-1044-TP-CSS  
Case Number

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

**PUCCO**  
Formal Complaint Form

Daniel Fraser

Customer Name

106 E Center #2 P.O. Box 1

Customer Address

Nevada Ohio 44849

City State Zip

27 4613 2634077441 02

Account Number

**Against**

Customer Service Address (if different from above)

Verizon

Utility Company Name

City

State Zip

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

I have been a customer of Verizon at this address since October, 2006. From the very first, I have suffered periodic problems of loud pops, hissing sounds and static. These problems have revealed themselves while both talking to people in the Public Utilities office, (your's) as well as times that I've had Verizon representatives on the phone complaining about the problem. When they send someone out though they claim that there is no problem rather than do the repair. The problem is not consistent or on every call, when it happens it is bad enough that it causes my fax machine to drop calls among other problems. It shows up calling across town or across the country. and everybody in town that I have talked to about it has the same problem. Now since I've kept complaining about it they are trying to force me to pay for service calls even though the problem hasn't been fixed. I am now threatened with suspension if I don't pay for these service calls.

Signature

DANIEL FRASER

(740) 482-2457

Customer Telephone Number

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

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Technician                      Date Processed 9-20-07