

FILE

December 14, 2007

2007 DEC 20 PM 12:51
PUGG

Renee J. Jenkins
C/O Public Utilities Commission of Ohio
180 E. Broad St.
Columbus, OH 43215-3793

Re: Case No. 07-1234-TP-CSS

Dear Ms. Jenkins,

Thank you for your quick response to our letter of complaint sent last month. Right after sending the letter, I received a phone call from the assistant to the CEO of Windstream and said that she would look into the issue.

A few days later, she contacted me and said that she managed to find why we were charged so much, and also said that she did find the credit of \$126.04 that I had mentioned. She gave me what I felt was an in depth and complete explanation of the charges and also said that because of the difficulty that we had with some Windstream employees, she would take care of the charge and give us the actual credit that she felt we deserved.


As of last week, the account with Windstream has been closed and there is now a zero balance. She has also contacted the outside collection service to remove any records of us from their files and explained that the issue has been resolved. She was extremely helpful and managed to quickly put an end to this problem.

So, as of last week, the issue has been resolved and there are no further problems with Windstream. It's too bad that it took a letter to your office to resolve this, but I also realize that if it wasn't for your office, many other consumers may not find the same resolution that we did. No further action is required on this matter.

Thank you for your assistance and our wishes for a merry Christmas to you and your staff.


David Long

41 E. Belmeadow Ln.
Chagrin Falls, OH 44022

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  Date Processed 12-20-07