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09-52-TP-CSS 2  
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January 20, 2009

Public Utilities Commission of Ohio

Attention: Docketing

180 E. Broad Street

Columbus, OH 43215

**Re: Formal Complaint Form**

To Whom It May Concern:

Please find enclosed two Formal Complaint Forms from Brian Longworth, D.C. and William Steven Gandee, D.C.

If you should have any questions, please do not hesitate to contact me. I remain,

Very truly yours,

  
Thomas A. Skidmore

TAS:ksp

Enclosures

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The Public Utilities  
Commission of Ohio

Case Number

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

## Formal Complaint Form

Brian Longworth, D.C.  
Customer Name

3577 S. Arlington Road  
Customer Address

Akron OH 44312  
City State Zip

**Against**

330-896-8500 996 9  
Account Number

Choice One Communications

Customer Service Address (if different from above)

Utility Company Name

City State Zip

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

The Health First Chiropractic Clinic, Inc., ("Health First") owned and operated by Dr. Brian Longworth, D.C. ("Longworth") in Summit County, Ohio, has held and utilized the phone number known as (330) 896-8500 for approximately 10 years prior to April of 2006. In 2006, AT&T was the phone company providing service to Health First under the referenced phone number. Following a change of office location, Longworth contacted his phone provider, AT&T, and forwarded this phone number to the new location. Longworth shared the office space with Dr. Keith Ungar, D.C. ("Ungar") who was the lessee of the building where Longworth moved his practice. Choice One Communications was and is the phone service provider to Ungar and his company, Advance Pain & Wellness Center. In September of 2008, Ungar contacted Choice One Communications and requested, without authority to do so, that he be placed on Longworth's account. Choice One Communications, without Longworth's consent, changed the contact information and removed Longworth's name from the account. Longworth never gave the authority or permission to either AT&T or Choice One Communications for anyone to change the account name or contact information on his phone number account. Longworth subsequently left this office location in March of 2008 and requested that his original phone number (330-896-8500) be returned to him for his own business use, but both Ungar and Choice One Communications have refused his request. As a result of Choice One Communications' unauthorized changing of the account name and subsequent refusal to release the phone number, Longworth has lost, and continues to lose, a significant number of patients as well as thousands of dollars in revenue.

  
Signature

(330) 896-8500

Customer Telephone Number