

NC

FILE

09-79-TP-CSS



The Public Utilities
Commission of Ohio

RECEIVED-DOCKETING DIV

2009 JAN 29 PM 12: 29

Case Number

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

PUCO

Formal Complaint Form

MICHAEL L. NICHOLSON

Customer Name

715 E. MIDLOTHIAN BLVD

Customer Address

YOUNGSTOWN OHIO 44502

City State Zip

330 788-1616 762-0

Account Number

7

Customer Service Address (if different from above)

Against

AT & T

Utility Company Name

City State Zip

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

OVER CHARGED ON 36 MONTH CONTRACT = WAS TO PAY
(SEE ATTACHED) WAS TO PAY 79.50 FOR 36 MONTHES. FROM
FEB 06 TO JAN 09,

MINUS

BUT PAID

$$\begin{array}{r}
 \times 36 \\
 2862.00 \\
 361.88 \\
 \hline
 2500.12 \\
 3744.16 \\
 \hline
 1244.04
 \end{array}$$

OVER CHARGED

SAMPLE OF BILL PLUS
THEY JUSTE ADDED SERVICES

Signature

(330) 788-1616

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 [Signature] Date Processed JAN 29 2009



WINBACK
800 - 327 1712

To: Mike Nicholson From: Mike Robinson
Fax: (330) 788-7758 Pages: _____
Company: Insurance Date: Feb 6th 2000
Re: Price Quote Return Fax: 866-495-9700

36 month Winback Proposal

SBC Custom Biz Saver Pricing & Promotions

2 Lines with Unlimited Local Calling	=	46.98
Long Distance Plan <u>DS (unlimited)</u>	=	10.00
Basic's Feature Package on Line 1	=	
Other <u>Federal Access Charge</u>	=	10.70
Other <u>CO Termination Fee</u>	=	4.60
Other <u>Total Before Tax</u>	=	72.28
DSL Package	=	

TOTAL After Taxes
3% Fed, 7% State

79.50

Promotions

Six Month's Local Package No Charge	=	281.88
(month's 2,3,13,14,25,26)	=	
\$40.00/Line Credit	=	80.00
\$75.00 Signing Bonus	=	
\$50.00 Triple Play Bonus (if DSL is ordered)	=	

PROMOTION TOTAL

361.88

*Prices do not include surcharges or Federal, state, and county taxes, credits generally come on the 2nd-4th months bill, 1st bill may be prorated, Custom Biz Saver Price only includes line charges, unlimited local calling, and the BASICS on the 1st line (Caller ID w/name, call waiting, call forwarding, 3 way calling, and auto callback) if included.

Comments:

Thank you Mike,

Mike,

(216) 773-0992

TANIKA WHITAKER



at&t

Monthly Statement

Nov 14 - Dec 13, 2008

Bill-At-A-Glance

Previous Bill	116.26
Payment Received 11-22 - Thank You!	116.26CR
Adjustments	.00
Balance	.00
Current Charges	133.53
Total Amount Due	\$133.53
Current Charges Due in Full By	Dec 30, 2008

Billing Summary

Questions? Visit att.com

Plans and Services

1-800-660-3000

Repair Service:

1-800-727-2273

Telecommunications Relay System:

1-800-750-0750

AT&T Long Distance

1-800-660-2000

US 81 #

1-888-472-8724

* New services provided and billed

Total of Current Charges

133.53

JUST
ADDED
NEVER ORDERED

DEDUCT
NEVER ORDER

WAS
TO BE
810

67.38

44.90

21.25 → 21.25

MICHAEL NICHOLSON DBA
NICHOLSON INSURANCE AGENCY
715 E MIDLOTHIAN BLVD
YOUNGSTOWN, OH 44502-2569

Page 1 of 4
Account Number 330 788-1616 762 0
Billing Date Dec 13, 2008

Web Site att.com

Invoice Number 330788161612

WASA 10
BE 46-98

Plans and Services

Monthly Service - Dec 13 thru Jan 12

Charges for 330 788-1616

Monthly Charges

Federal Access Charge

49.29

5.41

Charges for 330 788-7750

Monthly Charges

Federal Access Charge

Total Monthly Service

2.30

5.41

62.40

Local Calls

Custom Biz Saver Local

352 Calls were placed this month

Surcharges and Other Fees

9-1-1 Emergency Service

Billed for Mahoning County

Federal Universal Service Fee

Total Surcharges and Other Fees

Taxes

Federal at 3%

Sales at 6.5%

Total Taxes

1.93

1.13

Total Charges and Fees

Total Charges and Fees

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News You Can Use Summary

- PREVENT DISCONNECT
- PAYMENT OPTIONS
- DID YOU KNOW?
- CARRIER INFO
- PAYMENT & INQUIRIES
- THE NEW 411

See "News You Can Use" for additional information.

Local Services provided by AT&T Illinois, AT&T Indiana, AT&T Michigan,
AT&T Ohio or AT&T Wisconsin based upon the service address for this bill.

\$133.53

SEND
CORRECT BILL