

09-1647-TP-CSS
FILE

NC



The Public Utilities
Commission of Ohio

RECEIVED-DOCKETING DIV

2009 JUL 27 PM 4:12

JSM1061709Y2
Case Number

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

PUCO
Formal Complaint Form

Connie J. Smith
Customer Name

2325 Lonesome Rd.
Customer Address

West Union Ohio 45693
City State Zip

Against

4780472
Account Number

Clear Rate
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

Connie Smith
Signature

1-937-549-2700
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 Am Date Processed 7/27/09

Connie J. Smith
2325 Lonesome Road
West Union, Ohio 45693

July 22, 2009

In August of 2008, I received a call from Clear Rate Communications, Inc. offering phone service for **a flat rate of \$44.99 a month with no hidden charges or fees**. I was currently with Verizon and paying approximately \$200.00 a month. Clearly Clear Rate was offering a great deal, and with having a business to operate I decided to give Clear Rate a try. I had two phone lines switched to Clear Rate immediately, (937-549-2639 and 937-549-4591)

When I received the first phone bill, it was for \$87.88 for the two lines I had switched. This was such a great deal; I decided to have my sons phone service switched to Clear Rate, as well as another line at a farm I was working at which had no service at the time. The address to the farm is **6723 State Route 41, Manchester, Ohio 45144**.

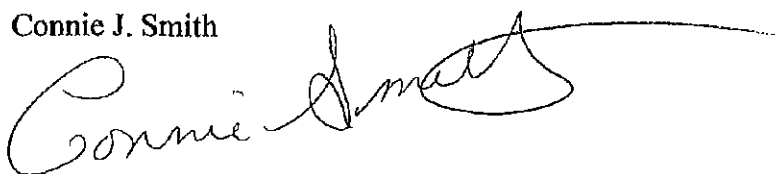
In November of 2008 our Long Distance was cut off with no warning and my bill was \$247.50. I immediately contacted Clear Rate about my phone service. I was informed that any time my bill went over \$200.00 my long distance phone service would be cut off. I then asked about the charges for phone service at **6723 State Route 41**, which were on the bill, I explained to them that phone service had not been installed at this property. I was then informed that Clear Rate would not have charged me if the line was not installed. I then asked to speak with a supervisor; I was told that I was speaking with a supervisor. This supervisor said they would send a service man out to check the line, but I would be charged for a service call. I told them this was unacceptable and I wanted to discontinue their service immediately. Shortly thereafter I received a bill for \$500.96. In December of 2008 I received another bill for \$773.90.

In June of 2009 I received a letter from RDK Collection Services. I called RDK and spoke with a Mr. James Brown. Mr. Brown stated that I needed to write a letter if I questioned or disputed the validity of this bill.

The phone service for 6723 State Route 41, was never ran and was never put into service, the phone number for this property which is being charged for is listed under Clear Rate records as (937-549-2564). I do not feel I am responsible for any charges on this line or the early termination fees on the other three lines. Clear Rate did not uphold their end of the contract and is therefore not my responsibility.

I would like to get this matter settled. I will be glad to pay what is justifiably owed.

Connie J. Smith

A handwritten signature in cursive script, appearing to read "Connie J. Smith", with a long horizontal flourish extending to the right.