

FILE

Ohio

Public Utilities Commission

09-1063-TP-CSS

4

Case Number

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

Formal Complain Form

Sharon R. Cedeño
Customer Name

16635 Downey Glen Trail
Customer Address

Arlowen Township, Ohio 44023
City State Zip

Against

AT&T
Windstream

AT&T 052 269 9131 001
Account Number
Windstream acct # 002 293 058 999

AT&T vs. Windstream
Utility Company Name

Customer Service Address (if different from above)
City State Zip

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

See attached

RECEIVED-DOCKETING DIV
2009 NOV -5 PM 3:30

PUCO

Sharon R. Cedeño
Signature

440-708-1046
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 ANN 11/5/09 Date Processed Updated September 14, 2009



**Public Utilities
Commission**

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners

Ronda Hartman Fergus
Valerie A. Lemmie
Paul A. Centolella
Cheryl Roberto

September 28, 2009

Sharon Cedeno
16635 Downey Glen Trl
Auburn Township, OH 44023

CASE ID: SCED08240940

Dear Mrs. Cedeno:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO).
Enclosed is the necessary information for filing a formal complaint.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must
provide one original and 10 copies of the complaint.

If you have any questions about this or any other regulated utility-related matter,
please contact the PUCO Consumer Hotline at 1-800-686-PUCO (7826). For more
information regarding the PUCO, visit us on the web at www.PUCO.ohio.gov.

Sincerely,

Shawn Thompson
Customer Service Investigator
Service Monitoring and Enforcement Department

Sharon R. Cedeno
16635 Downey Glen Trail
Auburn Township, Ohio 44023
440-708-1046

November 2, 2009

Public Utilities Commission of Ohio
Docketing Division
180 E. Broad Street
Columbus, Ohio 43215-3793

Case ID: SCED0824090

Account #: 052 269 9931 001
AT&T Business Service
16635 Downey Glen Trail
Auburn Township, Ohio 44023

Account #: 002 293 058 999
Windstream
16635 Downey Glen Trail
Auburn Township, Ohio 44023

I have been a customer of both AT&T and Windstream. I continue to have a current account with Windstream.

Complaint is being filed against Windstream and AT&T

In June 2009 I received a solicitation from Windstream to bundle my services, to include unlimited long distance access for business number 440-708-1046. Prior to June 2009 these services were with AT&T.

August 11, 2009 received a billing from AT&T in the amount of \$1,719.29 for services from July 8-July 31, 2009. I immediately contacted AT&T regarding this bill and was assigned an investigator and a dispute case number (081109DCW80225). On August 13, 2009 written confirmation regarding dispute received. The dispute according to AT&T was resolved on 08/21/2009 and closed. No credit would be issued as AT&T felt Windstream responsible as local carrier. August 14, 2009 spoke with Windstream representative regarding this matter. Was advised AT&T responsible for billing.

August 24, 2009 I contacted the PUCO and was assigned case reference # SCED082409. Informal complaint filed at this time. Neither Windstream nor AT&T would accept responsibility for billing.

September 2009 received disconnection notice from AT&T and also charges accrued between August 4-August 5, 2009 in the amount of \$879.12 for a total now due of \$2598.41. AT&T alleges they can not be responsible for calls routed to them by local carrier. That Windstream changed the PIC code and routed calls.

I would like to have the Commission determine who is at fault here and resolve this dispute ending in payment of charges. I did not authorize the routing of these calls and promptly cancelled the account with AT&T on receipt of the first billing received. I believe both failed to follow the rules and regulations set forth by the Commission.

Thank you for your assistance in this matter. Please let me know if I can be of further service.

Sincerely,

A handwritten signature in cursive script that reads "Sharon R. Cedeno".

Sharon R. Cedeno