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PUCO

Ohio Public Utilities Commission
Consumer Complaints
180 East Broad Street
Columbus, Ohio 43215

Dear Sir/Madam:
Please consider this as a formal complaint against Cincinnati Bell Wireless, subsidiary of Cincinnati Bell, 221 East Fourth Street, Cincinnati, Ohio. 45202
Last August I purchased a HTC Cellular Phone from the company. (© 513-720-5500-IMEI 35820904259325601)
On 2/20/ my son was in Florida and sent some pictures to my wife via her phone. He called later and my wife advised him she received the text but no photos.
Between 2/21 and 2/28 my son sent several more pictures along with text messages to my wife's phone. She received the texts but no pictures.
On 03/01, we took the phone to the Cincinnati Bell Store at Eastgate Shopping Center. We spoke to "Ben". He said the phone was a problem, that they no longer sold the phone and the photo messaging was a HTC problem. He gave us the web site address and telephone number for HTC.
On 03/02, I spoke to my son who researched the problem on the web. He learned that AT&T and other associated networks were having a problem with this. The suggestion was to do a master reset.
We took the phone back to the Cincinnati Bell Store at Eastgate. This time we spoke to "Aaron". He reset the phone and replaced the simm card with a newer version. He sent a photo and it got through. He said to have someone send a photo from another network to verify it was fixed.
Since my son, Larry, is on another network we asked him to send us a picture and text. We received the text but no picture. He tried it with his wife's phone and the results were the same.
I took the phone to my son's house and asked my daughter-n-law, Kim, who is a PC Administrator to see if she could get the phone to work.
Larry called Cincinnati Bell technical support (513-565-3911). He spoke to a lady who could barely speak English .. She said to turn the phone off and she would call him back. About 10 minutes later she called back and asked Larry to give her the internet settings on the phone. She then told him to send a text message to himself. The message was never received. At this time she told him "Lets make this as quick as possible". The tech then referred him to HTC.
We had Kim call HTC (866-449-8358) and she spoke to Edward. Kim gave him the serial number and he verified the set up was correct. He asked if we were with the carrier we purchased the phone from. We said yes. He said that when the phone is moved from one carrier to another that this will sometimes cause an issue. He said there was a third party application called "Connections Setup" that normally resolved this problem. When he checked the phone he found that the application had already been installed on the phone. Edward then did a factory reset on the phone. He said the reset deleted all of my wife's personal information. The reset didn't correct the problem. He told Kim to go to Windows Live to obtain the phone's contacts and personal information. He showed Kim how to find the account. The

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Technician _____ Date Processed 3/12/13

account was DMH 1042. We had no password. Edward said the problem was with Cincinnati Bell as the carrier is responsible for all messaging. Since this account had to be set up by Cincinnati Bell when they sold us the phone, I called the Eastgate Store and left a message for Aaron to call me. I never did receive a call back. Kim tried to call the Kenwood Store since that was the store where the phone was purchased. They wouldn't answer their phones.

I called Cincinnati Bell Technical Support and told put Kim on the phone with him. The tech then had Kim connect the phone to her computer. He told Kim since he couldn't get into Windows Live he was transferring her to Microsoft. When the tech came on he told her he was with "Technical Guru's" and there would be a charge for helping us.

I called Cincinnati Bell back and complained that they had transferred us to a third party who was going to charge us to fix Bell's mistake. The tech gave us the number for Windows Live. We called it and it had closed at 3:00PM. The current time was 8:20PM. Kim went in and created a new Windows Live account and it did download some of the old contacts but nothing recent.

Kim got the phone working but it still would not send or receive pictures.

The bottom line is we spent over 5 hours and 2 trips to the Cincinnati Bell Store and still have the same problem. This is the worst service I have ever seen. All they want to do is sell phones and lock you in with multi year contracts without providing the necessary support. The PUCO should monitor these carriers and levy fines against them when they lock the consumer in with a contract but don't provide adequate service. This shows why they need a multi year contract, otherwise you would go to a different carrier.

Respectfully submitted,

Robert T. Hayden
PO Box 95
Loveland, Ohio 45140

c. Mr. Ted Torbeck
Cincinnati Bell, Inc.