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FILE

DAIFUKU WEBB



Always an Edge Ahead

DAIFUKU AMERICA CORPORATION

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April 21, 2014

14-0749-TP-CSS

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

Subject: Daifuku America
6700 Tussing Road
Reynoldsburg, Ohio 43068
614-863-1888

Regarding: CASE ID: BRAY021114RN
AT&T account 614-R94-8102 3196

RECEIVED-DOCKETING DIV
2014 APR 22 PM 2:23
PUCO

Daifuku America is filing a Formal Complaint against AT&T for an unjust and unreasonable rate increase of nearly 500%. Daifuku signed an AT&T PRI Agreement at a rate of \$558.60 per month. The AT&T PRI Agreement expired and the rate increased to \$2,659 per month. Daifuku was never advised of the month-to-month rate, nor did we receive advanced notification of a rate increase, and to-date we have not received a detailed explanation of the increase in monthly charges.

October 22, 2013, we received an invoice on account 614-R94-8102 3196 that added a line item charge of \$7,807.15 with no explanation. AT&T would not disclose how they arrived at the adjusted rate, instead they sent threatening letters of disconnect, while the charges were being disputed.

Below is a timeline of events regarding the dispute with AT&T PRI account 614-R94-8102 3196.

- 12/17/12 John Carney, Manager at Daifuku signs a six month PRI Extension Agreement.
- 06/04/13 Daifuku informs AT&T of an upcoming Request for Proposal and asks the account team to verify all contracts. AT&T does not disclose the PRI extension, or month-to-month rate details.
- 06/11/13 Daifuku sends a Request for Proposal to AT&T and other carriers.
- 07/11/13 AT&T submits an RFP response with no mention of existing agreements, penalties or upcoming rate changes to any accounts.
- 09/04/13 Daifuku awards voice and data services to a carrier other than AT&T.
- 10/22/13 Daifuku Receives an AT&T PRI invoice for \$11,774.36, instead of the standard rate of \$558.60. No explanation, no advanced notice, no communication with Daifuku.

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Technician SMT Date Processed APR 22 2014

- 11/13/13 After repeated attempts to get the account team to respond, we send a formal dispute letter to AT&T corporate and to the account team.
- 11/14/13 The AT&T account team responds with an email and four lengthy attachments. No meetings, no calls, no explanation.
- 11/21/13 AT&T sends Daifuku a PRI Circuit Disconnection Notice.
- 11/21/13 AT&T verified the PRI Circuit Disconnection on 11/26/13.
- 12/16/13 Daifuku contacts the PUCO who recommends a call to AT&T's Executive Office (800-824-8612) in an attempt to resolve the billing dispute.
- 12/16/13 Daifuku makes repeated attempts to resolve the dispute with AT&T's Executive Office, who continues to refer us to Daifuku's account team.
- 01/17/14 Drew Johnson, ATT Account Manager contacts Devon Lewis, Daifuku's IT Manager to offer a full settlement if Daifuku signs a new three year agreement. Mr. Lewis reiterated that the PRI service was awarded to a new carrier in September 2013, which makes the AT&T offer unacceptable.
- 03/20/14 At Daifuku's request, the AT&T account team met with us to discuss a reasonable settlement; in-line with current industry rates for PRI service. Todd Allton, AT&T's Sales Manager stated that AT&T had no intention of reducing the charges. He explained that the account team could lose their job if they continued to pursue a settlement on the customer's behalf.

The AT&T account team was unresponsive throughout the entire process. AT&T's RFP response was poor and uncompetitive. We believe the 500% rate increase and sudden \$7,807 line item charge were tactics AT&T used to try to force Daifuku into a new agreement.

Daifuku's position has always been to pay a fair premium for a month-to-month agreement, which we believe is 40% above contracted rates based on industry standards.

We are asking the PUCO to assist Daifuku in reaching a fair and reasonable settlement consistent with industry standards.

Respectfully,



Tim Hund
Vice President