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14-1209-TP-CSS

Ohio

Public Utilities
Commission

RECEIVED-DOCKETING DIV

Case Number

2014 JUL -9 PM 12:00

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

PUCO
Formal Complaint Form

Trevor Kershevich
Customer Name (Please Print)

3017 Church Ave
Customer Address

Cleveland, Ohio 44113
City State Zip

Against

131043198
Account Number

AT&T
Utility Company Name

Customer Service Address (if different
from above)

City State Zip

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

I called AT&T in Oct. '13 complaining about poor Internet service. I was told to buy a new ethernet cable. This didn't work and I called back and was told that AT&T was having trouble with it's DSL and that I needed

T. Kershevich
Signature

216-749-8598
Customer Telephone Number

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Technician DMO Date Processed JUL 09 2014

to switch to U-Verse, I agreed but without a contract, In Nov. '13 it was installed and I paid my bill of \$45.75 on 11-22-13. The bill looked the same but the account number was changed. My service was stopped in Dec. '13 for non-payment. I filed a PUCO complaint on 12-24-13 to get service restored. I paid \$44.30 on 1-7-14. I made a payment of \$44.30 on 1-31-14, but to AAA by mistake. I paid \$44.44 on 3-21-14. My payments were accepted by AT&T but never credited to my account. Callers from AT&T President's office failed to find my payments. Service was stopped again in April and I filed a new PUCO complaint on 5-4-14 asking that AT&T pick-up my equipment, stop service permanently, and that I didn't owe anything.

My equipment was never pick-up, AT&T keeps billing me, recently for \$266. I don't want this service, I don't want the equipment, I don't owe anything, in fact I'm asking for my U-Verse payments, totalling about \$140 returned to me. Thank you,
Trevor Kershevich 3017 Church Cleveland 44113
131043198