

FILE

Ohio

Public Utilities  
Commission

16-0331-TP-CSS  
Case Number

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

Formal Complaint Form

Elizabeth Branson  
Customer Name (Please Print)

6530 Big Plain Circleville Rd.  
Customer Address

London OH 43140  
City State Zip

Against

740-845-02586708  
Account Number

AT + T / FCC  
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

See Enclosed

Elizabeth Branson  
Signature

740-845-0258  
Customer Telephone Number

RECEIVED-DOCKETING DIV.  
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Feb. 12, 2016

Ohio Public Utilities Commission  
To Whom It May Concern,

I've been a customer of AT&T for many years.

I am filing this formal complaint with AT&T/FCC regarding "Calling Area C." This issue has been a continual concern for over 2 years. I have been told by AT&T on numerous occasions that "Area C" was not supposed to be on my bill. I have been issued refunds on my bill many times because of this problem. I've been told the review board indicated I was not supposed to have "Area C" on my bill and that it would be taken off to no avail. This has happened for at least a year.

After an informal complaint with FCC and PUC, I received a letter on 11/10/15 explaining about this Ohio Tariff #20, Part 4, Section 2. This letter also stated - "Calling Area C" is for calls over 23 miles. I have enclosed this letter. I was told it doesn't mean what it says!

Having finally received itemized numbers used for "Area C" on the Oct 29 - Nov. 28, 2015, bill, I realized my charges were mostly for 2 neighbors that live 1-3 miles from my home. The one of which I talked to the longest and every day, has "Area C" on her bill but even when she called me, she was only charged a few cents a month. So, we decided to have her call me each time instead

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of me calling her and when she got her bill, "Area C" was not even listed.

Mine was still on my bill and I was charged \$1.73. There is something wrong with this system.

I am convinced this "Area C / Tariff" is unjust, perhaps violated the law and that I am being discriminated against for an unknown reason.

I'm asking that the unfair charge be removed from my bill at once.

I've been given the run around for over 2 years by AT&T personnel who handled my concerns. They promised, more times than I can count to remove the "Area C" and the charges. Perhaps this was because of ignorance of the system on their part but it has caused me loss of time, energy and much frustration throughout this whole process.

I'm hopeful this problem will be resolved very soon and I can use my AT&T phone service without conflict.

Sincerely,

Elizabeth Branson



FCC Appeals Bureau  
AT&T  
One AT&T Way  
Suite 412  
Bedminster, NJ 07921-0752

Fax: 908-532-1334

## Response to Notice of Informal Complaint (NOIC)

Date: 11/10/2015

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street  
Washington, D.C. 20554

Complainant's Name: Elizabeth Branson  
File No.: 645327  
Response Type: Billing  
Service Date: 12/9/2015

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### INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission (FCC) on behalf of Elizabeth Branson regarding billing concerns. AT&T records confirm Ms. Branson was authorized on the account information provided.

AT&T has previously addressed Ms. Branson's concerns per a prior appeal.

AT&T investigated and found that Ms. Branson is being billed for Local Calling Plus, Calling Area C calls. *This provides Ms. Branson an extended calling area for local calls billed at a per minute rate of \$.0406 for the initial minute and \$.0104 for each additional minute Monday through Friday and \$.0203 for the initial minute and \$.0052 for each additional minute on Saturdays, Sundays and Holidays. Calling Area C is for calls over 23 miles.* The rates and charges are part of the Ohio Tariff, #20, Part 4, Section 2, sheet 6. Customers do not subscribe to these rates; they are mandated rates.

AT&T spoke with Ms. Branson on 11/06/2015. Ms. Branson questioned the legalities of billing for these calls. AT&T discussed the investigation findings.

On 11/09/2015, AT&T left a detailed explaining that calls on Ms. Branson's previous bills cannot be viewed; however, an order has been issued to view calls on the upcoming statement.

On 11/10/2015, AT&T spoke with Ms. Branson to acknowledge receipt of her FCC complaint. AT&T explained the previous resolution and investigation findings. A courtesy credit has been applied to Ms. Branson's October 2015 billing statement. AT&T explained that going forward adjustments would not be issued for the calls as they are correctly billed.

Ms. Branson's issues have been addressed and AT&T provided contact information should she have any further questions or concerns.

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Sincerely,

Brad Smith