

FILE

Ohio

Public Utilities
Commission

17-1469-TP-CSS

Case Number

RECEIVED-DOCKETING

2017 JUN 19 AM 11:39

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

Formal Complaint Form

OFFICIAL INVESTIGATIONS INC

Customer Name (Please Print)

3284 N BEND RD STE 310

Customer Address

CINCINNATI

City

OH

State

45239

Zip

Against

5139317448825

Account Number

Customer Service Address (if different from above)

CINCINNATI BELL WIRELINE

Utility Company Name

City

State

Zip

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

CINCINNATI BELL FAILED TO PROVIDE THE SERVICES THAT THEY WERE CHARGING ME FOR. THE PHONES WERE DOWN FOR OVER 7 DAYS. IT TOOK 22 HOURS AND 13 PHONE CALLS TO GET THE MATTER RESOLVED. CINCINNATI BELL FAILED TO TIMELY AND ADEQUATELY REPAIR THEIR OWN ISSUE. AS A RESULT, THEY WERE IN BREACH OF THEIR OWN CONTRACT TO PROVIDE SERVICES AS DESCRIBED IN THEIR OWN CONTRACT.

I WAS UNABLE TO REACH ANYONE IN THE UNITED STATES TO GET THE MATTER RESOLVED. WHEN I REPEATEDLY COMPLAINED TO THEIR CUSTOMER SERVICES REPRESENTATIVE AND SUPERVISORS IN THE PHILLIPINES, THE REPRESENTATIVE SHUT OFF ALL OF MY E-MAIL ACCOUNTS AND MY INTERNET SERVICE IN RETALIATION FOR FILING COMPLAINTS AGAINST HIM WITH THE SUPERVISORS.

I WAS TOLD BY CINCINNATI BELL THAT THERE WAS NO WAY OF RECOVERING THE E-MAILS THAT I HAD RECEIVED NOR MY ACCOUNTS THAT I HAD FOR OVER 20 YEARS WITH THEM.



Signature

844-263-3424 X700

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 DM Date Processed JUN 19 2017