

PUBLIC UTILITIES COMMISSION OF OHIO
Consumer Service Division
Memorandum

CASE ID: 00223432

COMPANY:

CUSTOMER: Lyn Michaels

ADDRESS:

SERVICE ADDRESS: This is not about me, but my concern for the people that the company, AT & T wants to eliminate the Lifelines that they so desperately need., Bay Village, OH

AIQ: AT&T Ohio

NIQ: (440) 895-0652

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DOCKETING CASE #: 17-1948-TP-UNC

SUBJECT: AT&T Ohio - Regarding PUCO

The beginning of this year, AT & T had a huge tax cut by the Trump Administration. They gave 200,000 employees, a bonus of \$1,000 and then shortly after laid off thousands of employees across the Country.

This company benefited from tax cuts. Then after they laid off employees, they turned around and raised the rates once again in OHIO for the consumers on the phone, Internet and Cable.

Now they want to take away the only communication ability that the low income residents of Ohio have to stay in touch with loved ones and or have the ability to call someone in an emergency.

The PUCO needs to speak to the residents of Ohio that have AT&T as their provider. Ask to see their old bills and the increases that immediately followed the tax cuts. This is not about their service issues but the issues of just making more money for the CEO and the corporate investors.

Please review the articles from the New York times about the lays off and the small amount of employees that received raises. The stories appeared in numerous other papers. Washington Post, USA Today, Wall Street Journal.

The Union for the telecommunications workers filed law suits.

Please, PUCO of Ohio, do what is right for the state residents, not the corporate earnings of this company that each and every time they can, raise the rates for the consumers and now want to harm the poorest of the Ohioans.

"Build your castles in Heaven, not on Earth" think of fellow mankind

Please docket the attached in the case number above.

Deny ATT's application to abandon Lifeline customers. These are mostly elderly people who have supported the communities and children who are now trying to strip them of the privilege of having a landline to push them on a SDN transport that is most likely more costly. DONT LET THIS HAPPEN!!!

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CASE ID: 00223481

COMPANY:

CUSTOMER: Ronald Walter

ADDRESS: , ,

SERVICE ADDRESS: , ,

AIQ: AT&T Ohio

NIQ:

DOCKETING CASE #: 17-1948

SUBJECT: AT&T Ohio - Assistance Programs

I just wanted to speak of my experience in mid 2017 with ATT for my plain old telephone service (POTS). The sales rep did not want to sell me this and tried down selling me a digital version. My POTS service was about \$60 a month after taxes and fees. That was quite a premium compared to years earlier, for the same service. I do not do wireless in the house for medical and I feel like its a safety issue. From my experience it seemed ATT wants to drop this service by charging more and dissuading customers to purchase it in the first place. They say there is a lot of competition but I do not know of any other that offers POTS in the Akron area. If ATT is successful at lobbying PUCO to drop the lifeline program, that we rely on, then they will drop POTS altogether and that is a shame for the elderly, poor and those sensitive to wireless pollution.

Please add the comments to the case# listed above.

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in

Case No(s). 17-1948-TP-UNC

Summary: Public Comment electronically filed by Docketing Staff on behalf of Docketing.