

NC

Ohio

Public Utilities
Commission

21-0604-TP-CSS

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2021 MAY 20 AM 11:52

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

Formal Complaint Form **PUCO**

FILE

JEANIE M. CHARLES
Customer Name (Please Print)

25 SEVERANCE CIRCLE #422
Customer Address

CLEVELAND Hgts. Ohio 44118
City State Zip

Against

216-691-1228-876-5
Account Number

Customer Service Address (if different from above)

ATT
Utility Company Name

City State Zip

Mrs. Jeanie Charles
25 Severance Cir., Apt. 422
Cleveland, OH 44118

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

There is another person on my single person telephone line who interrupts every phone call I make or that I receive from other people with loud, earshattering, high pitch noises. They cause us to have to hang up - conversations unended but forced to stop. I am sick, 87 years old and need my phone. This problem has gone on for years. Repairmen I called say there is nothing broke they can repair. The manager of the building told me that my phone line is crossed with the person's upstairs #522 that it is her making the noises. AT&T refuse to correct the problem. #522 uses my line and make lots of long distant calls on my phone. I pay the bills which go up every month.

Jeanie Charles
Signature

216-691-1228
Customer Telephone Number

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Technician SK Date Processed 5.20.21

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The manager told me that AT&T and Starner were arguing about who deliberately mixed the telephone lines in the basement to make the problem. Connect the party in #522 to my phone line to listen in on my conversations. Each accused the other company. Therefore neither company would uncross the lines to correct the problem. Each company blamed the other therefore neither put the lines in proper order. There is a Standstill now, were the last information, conversation I got from the manager who claimed to be working to solve the problem for me.

It has been daily, always, since year 2018, that I have not been able to make or receive calls without rude, annoying, unbearable loud interruptions by the person in apartment #322 that causes the person I am talking with to hang up often in anger. I cannot complete business.

I am 87 years old, sick with several medical problems and desperately need my phone mostly to contact emergency help, my doctor, my nurse and my family and others who take care of me. Not being able to is very frightening, stressful and makes my high blood pressure to dangerously elevate. My care takers worry tremendously about this.

Please help me. I've waited patiently but had to get the CMHA police involved as requested by an AT&T representative. It helped some temporarily.

Thank you for any consideration given my horrible problem, my wellbeing.

I remain Ms. Jeanie
Charles
(216) 691-1228