

PIC _____

FORMAL COMPLAINT FORM

Daniel W. Thais
(YOUR NAME)

02-2340-TRCSS

AGAINST

Qualstar Communications Inc. - And - Arthur Mutual Telephone Company.
(THE COMPANY)

MY COMPLAINT IS: To make it short my complaint is that Qualstar gave out a number to be used as a local number to Metalink, then Metalink gave the number to me to use as a number to get on the internet and told me it was a local number. So I used it for a month and when I got my phone bill I realized it was going through as a long-distance call and had totaled over \$1000.00 in charges. So I called my phone Co. that is Arthur Mutual and they told me that it had not been oked for use and that I should not have been given this number to use. This number is a local call for me now but when it was given to Metalink to give out as a local number it wasn't a local number yet. I am disabled and that is why I spend a lot of time on the internet, and if I knew that this number wasn't a local number for me yet I would not have used it. I called Metalink and they told me it isn't their fault because Qualstar gave it to them to use and it was Qualstar's fault. ~~Ph...~~

(ADDITIONAL INFORMATION MAY BE ATTACHED)

RECEIVED - DOCKETING DIV

2002 SEP 10 AM 10:24

PUCO

Daniel W. Thais
SIGNATURE

15911 Rd. 149
STREET ADDRESS

Defiance, Ohio 43512
CITY, STATE, & ZIP

419-393-2993
TELEPHONE NUMBER

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I dialed the number just as Metalink told me to. They said dial it the same as ~~if~~ I would an 800 number. So I did and I got charged for it when they told me it was a toll free number given to them by Qualstar. I donot feel that this is my falt and that this number was given out before it was oked. I feel like I was used as a test person and got stuck with a phone bill I can't pay becouse of it. What I would like to get out of this is to get these charges taken care of. With having to call doctors and such things like that I really can't afford to lose my long distance because of this bill but I probably will if this matter don't get taken care of. Arthur hasen't cut me off yet but I can forsee it happening if this don't get paid. I would appreciate any help I can get on this matter. If you need more info, about this please call me.