

FILE

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PIC 96-460-TP-CSS

FORMAL COMPLAINT FORM

Steven J. Longenecker, Eastland Telecommunications Consulting Inc.
(YOUR NAME)

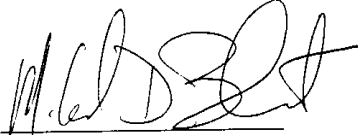
AGAINST

Ameritech 150 East Gay St. Columbus OH 43215
(THE COMPANY)

RECEIVED
MAY 13 1996
DOCKETING DIVISION
Public Utilities Commission of Ohio

MY COMPLAINT IS: Ameritech has failed to follow its rules and regulations on file with the Public Utilities Commission of Ohio and has violated Section 4905.22 of the Ohio Revised Code service and facilities required: unreasonable charge prohibited. Which resulted in billing errors in favor of Ameritech. West Carrollton City Schools, Telephone Account # 513-859-5121 was involved. What we seek is a refund for the past six years plus interest on a non-functional circuit removed from service 8 or 9 years ago. We are requesting a refund of \$6,854.40 plus interest of \$4,402.08 for a total of \$11,256.48. as provided by applicable tariffs. We feel this customer was billed unfairly and is entitled to a refund plus interest.

(ADDITIONAL INFORMATION MAY BE ATTACHED)


Mike Barhorst Business Manager
West Carrollton City Schools puco18

Steven J. Longenecker
SIGNATURE
8801 N. Main St. Suite 201
STREET ADDRESS
Dayton Ohio 45415
CITY, STATE, & ZIP
513-890-4442
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 S. Wilson Date Processed 5-13-96

West Carrollton School District

Administrative Offices

430 E. Pease Avenue

West Carrollton, Ohio 45449

513/859-5121 FAX 513/859-5250

Academic Excellence, Tradition, and Pride

April 22, 1996

Ameritech Vendor Service Center
150 E. Gay Room Lobby
Columbus, OH 43215

RE: West Carrollton School District
Michael D. Barhorst, Business Manager
430 East Pease Avenue
West Carrollton, OH 45449

Dear Sir:

I understand billing errors and/or overcharges have occurred on our telecommunication services being provided by your company.

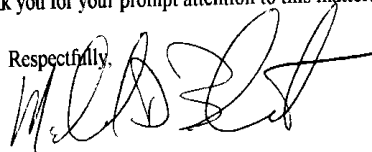
I hereby authorize Steven J. Longnecker of Eastland Telecommunications Consulting Inc. to pursue refunds and/or credits, plus interest on our behalf.

I authorize Eastland Telecommunications Consulting Inc. to pursue this matter (if necessary) all the way to a formal complaint with the Public Utilities Commission of Ohio. If any legal fees result from a formal complaint, Eastland will assume this responsibility.

Please help us resolve this matter quickly and quietly and issue the credits requested.

We are 100% justified in making this request. Thank you for your prompt attention to this matter.

Respectfully,



Michael D. Barhorst
Business Manager

MDB/mlw

**EASTLAND TELECOMMUNICATIONS
CONSULTING, INC.**

Email: 76171.3320@compuserve.com Internet: <http://ourworld.compuserve.com/homepages/eastland>

8801 N. Main St. • Suite 201 • Dayton, Ohio 45415 • (513) 890-4442 • FAX (513) 890-0540

March 12, 1996

Ameritech
Vendor Service Center
150 E. Gay Loby Room
Columbus OH 43215

Attention: Lisa - extension 6798


Subject: West Carrollton City Schools Account #513-859-5121

West Carrollton City Schools have been charged for Circuit # 51.TCNA.1862 98.OB to the Moraine Police Station from Frank Nicholas Elementary School at 3846 Vance Rd. Dayton OH 45439, for over 6 years. This monthly charge is \$95.20. Lt. James Atchison of the Moraine Police Department quoted "that circuit was ordered out 8 or 9 years ago, maybe longer". Tom Dvorak, Principal of Frank Nicholas Elementary School, and Ron Kay, Custodian at the Frank Nicholas Elementary School all state the circuit was removed over six years ago.

We are requesting a credit of \$95.20 per month for six (6) years or \$6,854.40 plus interest of \$4,402.08 for a total of \$11,256.48 and also for this overbilling to be corrected.

Please make the necessary adjustments to this account and fax us the order number and effective date for this correction.

Thank you,



Steven Longenecker
Senior Consultant
Eastland Telecommunication Consulting Inc.

SL:sh-wcarsch.a

AMERITECH COMPANY
VSC ORDER CONFIRMATION

TO: *Steve Longenecker*

DATE: *4-23-96*

FAX: *513 890-0940*

FROM: KATHY GREENE
TEL #: 800 865-2833 X8697
OR 614 223-8697

CUSTOMER NAME: *West Carrollton City Schools*

CUSTOMER TN: *(513) 859-5121*

ORDER #: *05213319227*

DATE DUE: *4-05-96*

~~NEW~~ TNS:

COMMENTS: *Disc of Circuit # 51.TCNA.186298..0B
per request recieved.*

Bill ceased back to 3-12-96 (Day of fax sent)

\$95.70 monthly service

WE CANNOT GUARANTEE ANY NUMBERS UNTIL THEY ARE IN AND WORKING

**EASTLAND TELECOMMUNICATIONS
CONSULTING, INC.**

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April 26, 1996

Paul Hagberg
Manager Ameritech Customer Service of Ohio
520 S. Federal St. 5th Floor
Chicago Ill. 60605

Dear Mr. Hagberg,

Enclosed is a copy of a refund request made March 12, 1996 on behalf of West Carrollton School District. This refund request involves a nonfunctional circuit ordered out of service 8 or 9 years ago. We also removed 2 additional circuits - PLNA 187704..OB and PLNA 187705..OB on order number C5213319167 dated 4-5-96 that the school was not using and the school accepts billing responsibility for these circuits and is not asking for a refund. However, we are requesting a refund on circuit number 51.TCNA.186298..OB, a non functional circuit removed 8 or 9 years ago. Police Lt. James Atchison of the Moraine Police Dept. stated that the circuit was ordered out 8 or 9 years ago and is not functional. After a lengthy evaluation process Ameritech decided to decline this refund and interest. I am respectfully requesting Ameritech reconsider and authorize a refund and interest payments on this request to West Carrollton School District in the amount of \$11,256.48

Mr. Michael Barhorst, Business Manager of West Carrollton School District, has authorized Eastland to pursue this refund further. Mr. Barhorst feels strongly about Ameritech responsibility in this issue. Please see the attached letters of authorization and request for representation before the commission and a sample copy of the formal complaint form. As Mr. Jon Kelly is aware the Public Utility Commission of Ohio has recently amended rule 4901-1-08 to allow non-attorney representation before the commission. As you can clearly see the client has authorized Eastland to go forward if necessary to the PUCO. Therefore, I respectfully request a check to be issued in the

amount of \$11,256.48 to West Carrollton School District and to be mailed to Mr. Michael Barhorst, 430 East Pease Avenue, West Carrollton, Ohio 45449. West Carrollton School District will accept this as Ameritech's final obligation to this long going dispute over billing issues.

The attached PUCO complaint will be mailed within 2 weeks time, May 10, 1996 if this request is not granted.

Thank you very much.

Respectively Requested,



Steven Longenecker
Eastland Telecommunication Consulting, Inc.

SJL/sh

attachments

xc: Jon Kelly, Attorney At Law
Dick Martin Manager Vendor Service Center

wcarrsch.b