

no file

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REGISTERED MAIL DIV

2003 OCT 29 P. 12: 45

FORMAL COMPLAINT FORM

PUCO

Shelby Mayo
(YOUR NAME)

AGAINST

S B C
(THE COMPANY)

03-2193-TP-CSS

MY COMPLAINT IS:

ATTACH

(ADDITIONAL INFORMATION MAY BE ATTACHED)



SIGNATURE

7967 SCOFFIELD Rd
STREET ADDRESS

Ripley OH 45167
CITY, STATE, & ZIP

937-392-9419
TELEPHONE NUMBER

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Technician J Date Processed 10-29-03

Public Utilities Commission of Ohio:

On the day of July 16, 2003 I picked up the phone to discover that we did not have a working telephone line. So, I used a friends phone to call SBC. The assistant that I spoke with on the phone informed me that a service repair man would be to my house to look at my lines by the following day at Eleven O'clock AM. Then the following day sometime around Ten or Eleven the phone rang and realized that our phone line had started working again. Which the service man never showed up by Eleven so we figured the line had already been fixed. I left my house sometime after One PM to go run errands. When I returned to my house around the time of Three thirty PM. A yellow note had been left on my door saying sorry we missed you and there was no problem with the SBC line with a \$71.00 charge. I entered my house to try to call SBC to realize that my phone was not working again. I then went to a friends to call SBC they then said that there was nothing wrong with the SBC line. When I returned back to my house my son told me that the service repair man had unplugged the line from the outside of the house and that he had plugged it back in. So I then called SBC back again to tell them my phone was working. On the next day the 18th area manager came to my house to see if everything was ok and the line was working from the 16th. He said he would check his e-mail to see if they had asked about any other problems. The manager explained to me that the state had cut the line while working on July 16th the day that we complained our line was out. That was the reason we did not have service. There was nothing wrong with my inside line during this time. SBC refuses to check with their field supervisor about the problem with the lines being cut by the county mowing.

Shelby D. Mayo
(937)392-9419