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&
Engineering

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OCT 13 2000

Consumer Services Department
Public Utilities Commission of Ohio

October 10, 2000

00-1919-TP-CSS

P.U.C.O.
Public Interest Center (P.I.C.)
180 E. Broad Street
Columbus OH 43215-3793

RE: Formal Complaint

Dear P.I.C.:

Our company has been trying to get new phone lines for our business for two months. We put our order in on August 11, 2000. As of this date, we only have two out of 6 functioning phone lines that we requested and have not been able to put in a phone system. We are relying on a portable phone for all this time.

Following is the information you request on your website.

Account Name: ACTI Optics & Engineering, Inc.
Contact Name: Nancy A. Dennis, Office Administrator or Patricia Dru Roy, CFO
Account Number: 440-974-9201
Telephone Number: 440-974-9201
Service Address: 8200 Tyler Blvd., Unit M, Mentor OH 44060
Name of Utility Company: AMERITECH
Name of Contact: too many to mention

Please see the attached log I have kept throughout this whole ordeal. If you require additional information, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Nancy A. Dennis".

Nancy A. Dennis
Office Administrator
ACTI Optics & Engineering, Inc.

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 J.S. Date Processed 10-16-00

Attachment

 8200 Tyler Blvd., Unit M, Mentor, OH 44060 * 1-440-974-9201

ACTI Optics & Engineering, Inc.
New Phone Line Problem Log

Date	Description
08-11-00	Order placed with Ameritech for 5 lines (974-9201; 9203; 9206; 9612; 8550)
08-18-00	Technician #436 out all day – only 2 lines functioning (974-9203 and 8550)
08-24-00	Called Ameritech – trouble ticket usually issued in 1-2 days. They never got one from Friday – will issue on now – call back on Friday 8-25 to see if ticket issued.
08-25-00	Called Ameritech (Keith) – no trouble ticket issued yet – will have engineering call me
08-28-00	Got a call from Ameritech – phone company engineering still working on it – will notify us when resolved and they are coming out.
08-29-00	Called Ameritech 8:30 am – on hold 15 minutes – hung up & called back
08-29-00	Called Ameritech (Amy) 8:50 am – Engineering still has not resolved the issue – demanded a call back from engineering. Amy contacted engineering while I waited. Amy said engineering to call back today with an answer. (THEY NEVER CALL BACK)
08-30-00	Called Ameritech 10:45 am – they could not find out any new information, will refer to supervisor and engineering again.
08-31-00	Called Ameritech (Becky) 12:15 pm – Nothing new. Becky put a HOT RUSH/URGENT on the request.
09-01-00	Called Ameritech (Ann) 11:40 am – There is a hold up because of cable problems. They are also really behind on all cable work.
09-04-00	Called Ameritech (Dave) 11:05 am – Dave called to engineering while I waited. He mentioned something about a rebate because of the delay. The name of engineer is Roger Ramsey. No new information. Requested a call back.
09-04-00	Ameritech (Dee Benson) 2:25 pm – Order has been released to assignment center – to be fixed 9-8-00.
09-08-00	Called Ameritech 10:30 am – Not here yet – Where are they? Ameritech is fixing their end of the cabling problem today and someone will be out to the office on 9-11.
09-11-00	Called Ameritech (Mary) 10:30 am – Engineering work complete but they never put through an order for a technician to come out. Mary put it on for 9-11-00.
09-12-00	Called Ameritech (Linda) at 9:30 am – Where is technician? We are third on the list for calls today. ALSO, WHEN WE GET OUR FIRST BILL, CONTACT THE BUSINESS OFFICE REGARDING RENUMERATION.
09-12-00	The technician came in at 11:10 am. The same one from 8-18-00. He said that Ameritech was switching at the wrong box (the one down the street) but they needed to come to our building. He will call the engineer and explain the situation to him. He said 974-9201 was working now too. He left; I got my car phone, called 974-9201 and it didn't ring. I went out to the parking lot where the technician still was and told him and he came back in and spent quite a while on the phone with Ameritech; ultimately nothing changed from 8-18 EXCEPT Ameritech switched the 8550 line to another post (to #24). Having security company ADS come in 09-13-00 to do a full system check (cost \$55) to be billed to Ameritech as well.
09-13-00	ADS Security was out to check system and it was NOT hooked up. He hooked up to new post (#24) and checked the system. All functional now.
09-13-00	Called Ameritech (Marge) 3:00 pm – Calling out from 9203 comes up as Joseph Corlette – cannot be changed until order is complete. Also, will call back with engineer's phone number and/or explanation. NO ONE CALLED BACK.
09-14-00	Robert Glassman here from Ameritech office. Tried for 3 hours to find out what was going on and if they could do something. Order marked "In Jeopardy". He also had 9203 switched to 9201; at no charge to us.
09-18-00	Called Ameritech (Cindy) 10:00 am – Order still "In Jeopardy". They did try working on cables last Friday with no success. Referred to engineering.
09-19-00	Called Ameritech (Jack in Administration) 11:10 am – There was a lot of activity at Ameritech yesterday regarding our lines. No resolution yet. Will call back in 2 days.

ACTI Optics & Engineering, Inc.
New Phone Line Problem Log

09-21-00	Called Ameritech (Andy) 2:40 pm – Andy asked if Roger Ramsey had called and I said No. He said the order states that Roger was supposed to call us. Andy put me on hold and tried to get Roger with no success. Will leave message for Roger. At 5:00 Dee Benson from Ameritech called and left a message saying that the facilities delay was cleared, the engineer had worked out the problem and that no later than Monday 9-25, we would be up and running. At 5:30 Roger Ramsey called from Ameritech and left a message saying that he had researched the issues, talked to the technician that was out here and he would attempt to resolve the issue and call me Friday.
09-22-00	Ameritech came out to work on our phone lines. Bob and his supervisor. They came in around noon. Bob Glassman from Ameritech called and I gave him an update. He is following up on it.
09-26-00	Dru called Ameritech Repair, asked to speak with a supervisor and was advised she had to contact the Business Office – on hold too long, hung up. Dru called Ameritech Business Office – 1-800-660-3000 – "Amy" – the order is "Pending Load" which means next available technician will be out possibly today or tomorrow at the latest. Lines WILL be installed by 9-29-00. (But Amy wouldn't bet anything on it)
09-27-00	Called to confirm if someone was coming out today – "YES". No one came out. Dru called and it is scheduled for mid to late morning 9-28-00.
09-28-00	Technician Rick was out and worked on the lines. Added a new box for us. He said he found out what all the lines were for. Only thing he needed was for the engineer to put in a PLS-01. He would contact the engineer today and be back tomorrow.
09-29-00	Technician did not come back out today. I called Ameritech to check on the order and was told it was hung up in engineering. Will call Monday.
10-02-00	Called Ameritech – Sandy – No change in status of order. Will have engineer call me. Called Bob Glassman, left detailed voice mail message on status of our order.
10-03-00	Called Ameritech – Donna – Our order went to a facilities specialist yesterday and today has been sent to the pool for the next available technician to come out.
10-04-00	Called Ameritech – Donna – order to facilities specialist and now in pool for next available technician to come out.
10-05-00	Technician #436 out – could not finish job – referred back to engineering.
10-09-00	Called Ameritech – Amanda – Order still in engineering. Will have engineer call. NO ONE CALLED.