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FILE

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Muehlhauser & Moore

ATTORNEYS AT LAW
422 COLUMBUS AVENUE
P. O. BOX 790
SANDUSKY, OHIO 44870

GEORGE M. MUEHLHAUSER, III
ROBERT M. MOORE
ERIC M. MUEHLHAUSER

TELEPHONE (419) 626-3323
FAX (419) 626-3031

August 17, 2000

Public Utilities Commission of Ohio
Docketing Division
180 East Broad St.
Columbus Oh 43215-3793

Re: Complaint / GTE Network Services / Ameritech

Dear Sir/Madam:

00-1524-TP-CSS

Enclosed please find an original and 10 copies of a complaint to be filed with your office. Please return a file-stamped copy of the complaint in the envelope provided. If you have any questions, please give me a call.

Very truly yours,

Robert M. Moore

Robert M. Moore

RMM:lm

Enclosure

cc: Michael T. Richardson

Certified Mail No.: 7000 0600 0022 2929 2900

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FILE

PUBLIC UTILITIES COMMISSION OF OHIO (PUCO)
DOCKETING DIVISION
180 EAST BROAD STREET
COLUMBUS OH 43215-3793

RECEIVED - DOCKETING DIV
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Michael T. Richardson dba Entratech Systems
202 E. Fox Road
Sandusky OH 44870
Ph: (419) 433-7683
(419) 433-8293

Complainant

vs

GTE Network Services
100 Executive Drive
OHODAEL
Marion OH 43302

and

Ameritech
225 West Randolph
Chicago, IL 60606

Respondents

Case No. 00-1524-TP-CSS

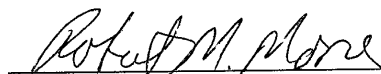
COMPLAINT

-oOo-

1. Michael T. Richardson is a sole proprietor doing business as Entratech Systems. Entratech is located at 202 E. Fox Rd., Sandusky, Ohio 44870. Entratech has been located at 202 E. Fox Rd., Sandusky, Ohio, for over 10 years.
2. Entratech's principal place of business is at the end of the GTE service line located on E. Fox Road. Entratech's principal place of business is approximately 345 feet from the Ameritech service line located on State Route 250.

5. Entratech has had numerous telephone service interruptions with GTE. There has been at least six disconnections in the past 12 months.
6. Further, Entratech has had trouble with its Internet connection. Entratech is required to be online as per his relationship with suppliers and with customers. Copies of letters from UPS and Mercury Marine are attached hereto, made a part hereof and marked Exhibits A and B.
7. Mr. Richardson has been notified by the Huron Township Trustees that there is going to be additional construction on Fox Road. Previous construction on Fox Road resulted in the GTE telephone service line being cut on numerous occasions.
8. Entratech has two telephone service lines. Entratech has been notified that no additional lines from GTE are available. Entratech is a small manufacturing company which anticipates growth in the future which will require additional service lines.
9. Entratech wishes to maintain its existing GTE service lines, however, based on the aforesaid reasons, the company is requesting the right to bring in additional service lines from Ameritech off of the State Route 250 telephone service line.

Respectfully submitted,



Robert M. Moore (#0018467)

MUEHLHAUSER & MOORE

Attorneys at Law

422 Columbus Avenue

Sandusky, Ohio 44870

(419) 626-3323

Attorney for Complainant



December 10, 1999

Dear UPS Consignee Billing Shipper,

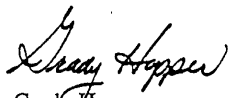
Currently, your company is not using a UPS OnLine® Solution for processing Consignee Billing shipments. A UPS OnLine Solution is the method preferred by your Consignee Billing customers. It provides them timely, detailed and accurate shipping data. At the same time, it helps you avoid chargebacks resulting from missing or incorrect billing information.

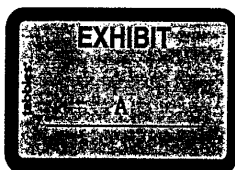
A UPS OnLine Solution is the fastest and easiest way to prepare **all** your UPS packages. You can prepare Consignee Billing packages along with other UPS packages at the same time, using one system. There is no need for manual recording or applying green Consignee Billing labels. The "Smart Labels" produced by a UPS OnLine Solution identify Consignee Billing shipments and incorporate the information necessary for accurate routing. You save staff time and effort, in effect cutting your shipment processing costs. The manual recording methods and green labels used for Consignee Billing packages will be phased out over the next few months.

We urge you to install a UPS OnLine Solution to process your UPS packages as early as possible. To find a solution just right for you, visit our web site at www.ups.com and select "UPS Business Solutions" or call 1-800-PICK-UPS. Software is provided free of charge.

We appreciate your attention to this urgent matter. If you have any questions or concerns, please call 1-800-PICK-UPS or contact your UPS Account Executive.

Sincerely,


Grady Hopper
Vice President





Mercury Marine
Marine Products and Services

W6250 Pioneer Road
P.O. Box 1939
Fond du Lac, WI 54936-1939 USA
Phone: 920-929-5000
www.mercurymarine.com

Entratech Systems
Attn: Michael Richardson
202 E. Fox Rd.
Sandusky, OH 44870

31 January, 2000

Dear Mr. Richardson,

Entratech has been a valued supplier to Mercury Marine for many years. During this time you have supplied Mercury Marine with quality components that are critical to our production process. However, there have been several occasions recently when we have not been able to contact you via FAX, e-mail or telephone. In today's fast moving business world the ability to communicate in a timely manner is vital to our mutual success.

All successful business ventures are ultimately market driven. The effort at Mercury Marine is to supply our market demands as quickly as we can to remain globally competitive. In order to do this we must frequently update our delivery schedule for purchased material to be able to produce finished products to meet those demands. In addition to schedule changes we also need to make design changes to our products. It's imperative we be able to communicate this change request in a timely manner.

Mr. Richardson, I think you can easily understand how important it is for Entratech to have reliable communication capability to support your existing customers as well grow your business with potential new opportunities. At your earliest convenience, please respond with your plans for improvement.

Sincerely,
G. E. Prellwitz, C.P.M.

Purchasing Agent, Mercury Marine

