

FILE

PIC 01-2375-TP-CSS

FORMAL COMPLAINT FORM

Al Urban Mullinax Ford Dealers
(YOUR NAME)

AGAINST

Centurytel
(THE COMPANY)

RECEIVED-DOCKETING DIV
01 SEP - 7 AM 11:45
PUCO

MY COMPLAINT IS: ① Mullinax Ford paid for 2 unused T-1 lines from November 1999 to November 2000. No traffic, lines were inactive for 1 year. Before Thanksgiving November 2000, one T-1 was activated. Centurytel continued to bill us for the second T-1 which carried no activity.

We are requesting a refund as follows

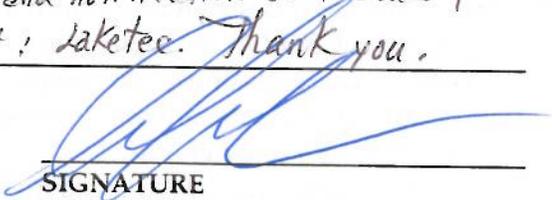
Nov. 1999	T-1 acct	244-6851	2,045.58	
Nov. 1999	T-1 acct	244-6853	2,769.33	
Dec 1999 - Nov. 2000	Two T-1 lines:			
		1,472.92/mo x 12 mo =	<u>17,675.04</u>	
			22,489.95	TOTAL REFUND

Request CREDIT:

② Dec. 2000 - June 2001 T-1, Acct 244-6851 charge unpaid = 9,706.76

We feel Centurytel was negligent in providing service and notification of issues pertaining to these lines. Please see attachment: Laketea. Thank you.

(ADDITIONAL INFORMATION MAY BE ATTACHED)


SIGNATURE

8000 Leavitt Road
STREET ADDRESS

Amherst, OH
CITY, STATE, & ZIP

440-204-0353
TELEPHONE NUMBER

phenomena and disposed of the bill based upon the familiarity of CenturyTel's name, as well as making an erroneous assumption that a regulated company is above mistakes. Meanwhile, time evaporated and the automobile marketers immersed themselves in satisfying car buyers and never pursued CenturyTel's obligation. The PBX vendors went about their businesses waiting instruction. So Mullinax Ford paid thousands upon thousands of dollars for service it never used.

November 2000: Mr. Al Urbin searched for a local company to support Mullinax's PBX. He chose BTech Systems Integrators as the new vendor-of-choice. At that time I was BTech's PBX engineer. My personal telecom experience began with the public network company, Ohio Bell Telephone Company. With such experience, I noticed that very expensive T-1s were delivered to the Mullinax telecommunications room but were non-functional, which sparked my curiosity. The subsequent investigation resulted in one PRI becoming activated while the second one was declared unnecessary by this date in 2000. These events unfolded after I personally interacted with CenturyTel personnel. Finally, after one complete year, a call went over the ISDN-PRI.

Early 2001 Mr. Tim Kesane, CenturyTel, was made aware of the situation. A memo was sent to Mr. Kesane as a clear explanation of what happened, along with Mullinax Ford's request for a refund. As the CenturyTel representative, he refused to offer a compromised solution. As the months passed, Mullinax Ford associates were hopeful that common sense would prevail and some form of compensation would appear. Eventually, Mr. Urban took his case to the Public Utilities Commission of Ohio with the sincere belief that the consumer violation by a regulated entity would be arbitrated properly.

In summary, CenturyTel failed to deliver a service at the promised time; as a result, many dollars of a client's operating fund were wasted. I encountered clients of other telephone companies who were called by technicians to question the reason for a "no traffic" situation. Obviously, the technology exists to allow PSTN companies to keep a vigil over its services, but human interaction and customer care is necessary. Thus, Mullinax Ford is entitled to a refund of money paid to CenturyTel.

Best regards,



Hal Weber, RCDD