

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

OCT 09 2002

Missouri Public  
Service Commission

Name: GEORGE N. VELLIOS  
Complainant

vs.

Company Name: AT&T  
Respondent

Case No.

COMPLAINT

Complainant resides at 1915 COLE DRIVE, JEFFERSON  
(address of complainant)

CITY, MISSOURI 65109

1. Respondent, AT&T  
(company name)

of PO Box 78628 PHOENIX AZ 85062-8628  
(location of company), is a public utility under the

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

PLEASE SEE ATTACHED TYPED PAGES 1+1a  
and the bill, 1b + 1c

3. The Complainant has taken the following steps to present this complaint to the Respondent:

Please see attached typed page, 2

I can, if required, provide copies  
of my correspondence

WHEREFORE, Complainant now requests the following relief:

PLEASE SEE ATTACHED TYPED PAGE 3

October 7, 200

Date

Ray McKinn

Signature of Complainant

Attach additional pages, as necessary.  
Attach copies of any supporting documentation.

1

On the evening of February 20, 2002, during my absence, my wife Anna (who had moved to the US in October, 2001 and has difficulty understanding the American accent) received a call from a telephone solicitor on behalf of AT&T. He offered her a savings on international and long distance calls over our present carrier, Sprint. The rates he quoted were \$.19 for Greece and .07 for calls to England per minute, plus a service charge of \$19.95 per month. My wife agreed to this. When I returned to the house, I was dismayed, and pointed out that this was more expensive than our Sprint service. Within 48 hours, on February 22, I telephoned AT&T and canceled the service. I immediately phoned Sprint (as Sprint will verify) and requested that we resume our previous service. Assuming that we were now Sprint customers, we proceeded to pursue life as usual. As we have relatives and friends in Europe and in distant cities of the US, we made long distance calls as usual.

In March, I started to phone my elderly parents in St. Louis when a recorded message told me that my account had been "frozen" and directed me to phone a given number. It proved to be AT&T who told me that they "routinely freeze the accounts of people who owe more than \$200". I replied that this was impossible in my case as I was a Sprint customer. The voice informed me that I was very much an AT&T customer. When I asked to speak to a manager, I was told, "I **am** the manager".

Subsequent phone calls to AT&T revealed that

1. AT&T **canceled** the "special long-distance and international rates" and switched us to their standard rate
2. AT&T "managers" insisted this was just company policy, that it took time to sort out customers' requests to suspend service
3. A letter from AT&T to the Attorney general states that I failed to request to re-establish service with Sprint when I canceled their long-distance carriage

**however:**

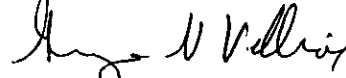
4. **Sprint** has informed me that **their computers show that I did indeed phone** them to request that they resume my former long-distance and international coverage (on February 22, 2002, the very day I cancelled AT&T) but that **they were apparently blocked from re-establishing service by AT&T.**  
Sprint Local and Long Distance Representative Zena, ID no J8B informed me of this by telephone saying that this is what their computer records show, but that they cannot offer me a printout.

I have not paid AT&T's bill, as I insisted that they recalculate using the special rates which the telephone solicitor quoted to us rather than the standard rate. AT&T remain adamant and enlisted a bill collection agency, NCO Financial services of Philadelphia.

My family have been badgered by telephone calls from these people. Moreover, as we are recent arrivals in this country and have had to pay high rates for a mortgage and automobile insurance, the damage to our credit rating is, I fear, going to further hinder our establishing residence here.

I sincerely hope that some branch of the government can protect the common man from the bullying of these corporate *Mafiosi*. The Attorney General's office for consumer protection has done little more than accept AT&T's incorrect insistence that I failed to request that Sprint reestablish my service when I canceled AT&T.

Yours faithfully,

A handwritten signature in cursive script, appearing to read "George N. Vellios".

George N Vellios

# Your AT&T Statement

February 27-March 26, 2002



#BWNCJFM  
#45152187359019# D 120246AB10.280B629A39013



GEORGE & ANNA VELLIOS  
1915 COLE DR  
JEFFERSON CTY MO 65109-1201

Customer ID: 573 638-8262

Page 1 of 4

Customer Service: 1 800 222-0300

Text Phone (TTY): 1 800 833-3232

Internet Address: [www.att.com](http://www.att.com)

## Summary of charges

Previous balance ..... -6.27  
Payments ..... 0.00  
Credit balance as of March 26 ..... - \$6.27

AT&T direct dialed calls ..... p 3 ..... 188.03  
Other charges and credits ..... p 3 ..... 19.78  
Taxes and surcharges ..... p 3 ..... 7.23  
Current charges ..... \$215.04

**Total amount due** ..... **\$208.77**

**Date due** ..... **April 20, 2002**

Approved AT&T usage amount ..... \$200.00  
Approved usage available as of March 26, 2002 ..... \$0.00  
Effective March 3, 2002 your approved usage is \$200.00.



## Extra! Extra!

Get your own personal 800 number with AT&T Easy Reach® 800 Service. Your family can call home from anywhere in the U.S. fast and easy! Cont▶

## What you saved

### Your AT&T savings

Over the last 3 months you saved ..... \$10.00  
Savings are compared to AT&T standard rates.



## With you in mind

Want a change from menus and buttons? AT&T's "How May I Help You?SM", an automated voice recognition system, is now available! Continued▶

Continues on back

## Detach and return with payment

Please write your account number on your check or money order made payable to AT&T. Do not send cash. Do not staple this portion to your payment. Thank you.

**Total amount due** ..... **\$208.77**

**Date due** ..... **April 20, 2002**

Amount enclosed: \$



Moving? Check the box and print new address on back.



AT&T  
PO BOX 78628  
PHOENIX AZ 85062-8628



GEORGE & ANNA VELLIOS  
Feb 27-Mar 26, 2002

Customer ID: 573 638-8262 D

45152187359010060000000020877000002150400000208770



## AT&T direct dialed calls

### Domestic calls

	Date	Number called	Where	Time	Rate	Type	Min	Amount
1	Feb 25	314 567-9789	ST Louis,MO	6:41pm	day	direct	17	6.29
2	Mar 7	314 567-9789	ST Louis,MO	9:20pm	eve	direct	3	.93
3	Mar 9	573 442-5171	Columbia,MO	8:48am	night	direct	1	.18
4	Mar 9	314 567-9789	ST Louis,MO	6:12pm	night	direct	10	2.50
5	Mar 10	314 567-9789	ST Louis,MO	6:52pm	night	direct	4	1.00
6	Mar 13	573 442-5171	Columbia,MO	7:09am	day	direct	1	.25
7	Mar 15	314 567-9789	ST Louis,MO	8:41pm	eve	direct	2	.62
8	Mar 15	636 458-3356	Pond,MO	8:43pm	eve	direct	1	.31
9	Mar 16	573 442-5171	Columbia,MO	8:07am	night	direct	1	.18
10	Mar 17	636 458-3356	Pond,MO	10:37am	night	direct	15	3.75
11	Mar 18	970 493-2716	Ft Collins,CO	10:04am	day	direct	2	.70
							<b>57</b>	<b>\$16.71</b>

### International calls

	Date	Number called	Where	Time	Rate	Type	Min	Amount
12	Mar 8	448457302010	UK	10:24am	stnd	direct	10	18.60
13	Mar 11	442075888052	UK	6:14am	econ	direct	4	5.40
14	Mar 11	448457302010	UK	6:44am	econ	direct	6	8.10
15	Mar 11	448457302010	UK	7:32am	stnd	direct	5	9.30
16	Mar 12	30108028644	Greece	11:59am	stnd	direct	10	33.20
17	Mar 18	441234855843	UK	12:48pm	stnd	direct	52	96.72
							<b>87</b>	<b>\$171.32</b>

**Total AT&T direct dialed calls** **144** **\$188.03**

## Other charges and credits

Date	Description	Amount
18	Universal connectivity charge	19.78
	For an explanation of this charge, please call 1 800 532-2021.	
		<b>\$19.78</b>

## Taxes and surcharges

Description	Amount
Federal tax	6.23
Local tax	.32
State tax	.68
	<b>\$7.23</b>

*# 8-37*  
*This is where we estimated our bill should be*

**I have taken the following steps prior to contacting the commission:**

I have corresponded with AT&T on several occasions and with their collection Agency, NCO Financial Systems, to protest the calculation of our bill at standard rate:

April 17, 2002

May 7, 2002

Sept 11, 2002

I have also spoken with their representatives many times on the telephone, always receiving their pat assertion that they are acting according to company policy.

I contacted the State Attorney General's office by letter:

May 5, 2002

August 27, 2002

September 10, 2002

As a result of the initial correspondence with and intervention by the Attorney General's office AT&T telephoned me ( a Mr. Ron Doyle, purporting to be a customer services executive) who offered to "reduce the bill by 20%". I replied that this was unacceptable. The Attorney General's office did not contact Sprint to verify my claim that I tried to re-establish my service with Sprint within minutes of canceling AT&T and appear to accept AT&T's assertion that "they have done no wrong" when in fact they blocked Sprint from re-establishing service on my behalf.

**I seek the following as "relief":**

1. AT&T must recalculate my bill at the rate quoted by their telephone solicitor, which I calculate to be \$19.78 for their "service", \$7.23 for tax, and \$8.37 for actual long distance and international calls, a total of \$45.38.
2. AT&T should inform any credit agencies that they were in error regarding my non-payment and re-establish my credit rating.
3. A director of AT&T should apologize to my family in writing for the inconvenience they have caused to me and my family.
4. Compensation for the following is in order, if the commission so agrees:
  - my anxiety at not being able to telephone my elderly parents when AT&T "froze" our phone service
  - my wife's anxiety at not being able to telephone friends and relatives in Britain and Europe during the above time
  - the inconvenience caused by our having to resort to pay telephones to contact relatives during the above time
  - the hours of time I have spent trying to contact them and/or explain the problem
  - the time I have spent in correspondence to them,\*the Consumer Complaints Service of the Attorney General's office
  - the damage to my credit rating which has delayed my family's applying for a new mortgage to our home
  - punitive damages

I do not want AT&T to compensate me with phone service. Financial compensation towards my children's education is preferable.