

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

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Kansas Corporation Commission
Patrice Petersen-Klein
Received
on

FORMAL COMPLAINT

APR 13 2012

**BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

IN THE MATTER OF THE COMPLAINT AGAINST

AT&T

(Respondent, name of utility company)

by

GARY FERGUSON

(Complainant, your name)

by
State Corporation Commission
of Kansas

For Commission
use only

DOCKET NO.

12-SWBT-746-COM

Please provide complainant (your) contact information:

Full Name(s): GARY FERGUSON

Address: 21935 West 95th St. De Soto Ks 66018

Daytime Phone: 913 583-1999

E-mail address (optional): gary.ferguson@urs.com

FORMAL COMPLAINT

GARY FERGUSON

(Your name)

states that the above-named respondent is a public utility providing service in Kansas and is subject to the jurisdiction of the State Corporation Commission.

The facts and circumstances surrounding the complaint are set out in detail below:

(Be specific and as brief as possible. If necessary, attach additional sheets.)

The phone line line has had 4 years of static on the lines. Was Promised a year ago to be complete. The problem has been going on for 4 years.

(Continued on the other side)

Formal Complaint *continued*

Complainant requests that the respondent utility be required to provide an answer to the complaint and requests the following action be ordered by the Commission. (State action or result desired.)

Attached is a summary

As of April 11/2012, AT&T called me to tell me the Weststar has grounding issues and they were going to talk to them about it. This problem has gone on long enough so it is time to file a formal complaint

and for such further order or orders as the Commission may deem necessary.

VERIFICATION: I do solemnly, sincerely and truly declare and affirm that the statements made in this complaint form are true and accurate to the best of my knowledge, and I do this under the pains and penalties of perjury.



Complainant's (Your) signature

4/12/2012

Date signed

FILING INSTRUCTIONS

This form may be filed in person at the Kansas Corporation Commission's Office or by mail. All formal complaints, whether filed by mail or delivered in person, must be directed to:

Executive Director
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604

For more information about the formal complaint process please refer to the instructions provided with this form or go the KCC website: <http://kcc.ks.gov/>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free number at 1.800.662.0027 or by e-mail at public.affairs@kcc.ks.gov.

Ferguson, Gary

Subject: FW: Calls to ATT

This buzzing on our phone line has been going on for the past 4 years. So some of my dates in the beginning may be a little off:

Year 2008

July 2008 call twice on problem Contractor cut cable on main road.
July called on the repair due to having buzzing noise on our phone line
Sept call with continuing problem
December called again

Year 2009

2009 call not sure how many times 4 or 5 times
2009 call numerous times with repairmen coming to house

Year 2010

June 2010 call ATT on buzzing
July 2010 called on Buzzing
August 2010 (call twice on Buzzing that month
Oct 2010 called on buzzing noise
Oct 20 2010 got call from Tony to look for Grounds in line
Nov4 call noise still there.
Nov 5 call from Tony that he will revisit problem
Nov 16,2010 call from Linda Jefferson stating if I can wait till April 2011 they would fix the problem in the spring on 2011. I said I would be fair with them

Year 2011

January 2011 ATT told us they are still finding Shielding cable problems on the main line
Feb 2011 fixed shielding problems but phones still has little static in them
April 11,2011 called Tony on the status of the fix said they would send workers out they were suppose to have it fixed by April 2011.

There rest of the times Gerrie Lippert has a record with the Kansas commission on the number of calls from ATT
As of April 2012 the phone lines are still not complete

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