

KANSAS CORPORATION COMMISSION
OFFICE OF PUBLIC AFFAIRS & CONSUMER PROTECTION

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Filed Date: 07/12/2022
State Corporation Commission
of Kansas
Formal Complaint
June 2017

FORMAL COMPLAINT

Note: Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information you provide in the complaint or other documents related to the complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, email address, and the facts of your case may be available online for public viewing.

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

IN THE MATTER OF THE COMPLAINT AGAINST

Total Communications Inc.
(Respondent, name of utility company)

by

Joseph A. LaFon
(Complainant, your name)

For Commission
use only

DOCKET NO.

23-TTHT-028-COM

Please provide complainant (your) contact information:

Full Name(s): Joseph Antonio LaFon

Address: [REDACTED] - Independence KS 67301

Daytime Phone: [REDACTED]

E-mail Address (optional): _____

FORMAL COMPLAINT

Joseph A. LaFon
(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.)

I know that Totah's response to the informal complaint was that we were using a rotary dial phone which we did for a while, maybe 2 or 3 months but we switched to a new cordless phone actually several phones because they thought that lightening could have got the cordless phone, no matter what phone we used we still had the same problem, I have included a picture of 3 phones provided by Totah & still had same issues.

(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.)

I feel as if I should be reimbursed for the entire
time I had phone service from Totah Communications for
their failure to get the problem fixed. We paid full price
for a part time service for 4 plus years and maybe
the service worked half the time. If the phone doesn't
ring at our house how can we know how many calls were
missed? The respondent can go back and check their records
for how much we have paid them during the time we had
their service and I would be happy for a full reimbursement
but if Totah and I want to be fair I would settle for half
of the total amount since maybe our phone worked half the time.

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 are true and accurate to the best of my knowledge, and I do this under the pains and penalties of perjury.

I understand that Formal Complaints filed with the KCC become a public record and may be posted on the KCC's website. Any information provided in the complaint or other documents related to the complaint, including, but not limited to, my name, address, city, state, zip code, telephone number, email address, and the facts of the case may be available online for public viewing.

Joseph A. Linton

7-7-2022
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:

Secretary to the Commission
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 visit the KCC website: <http://kcc.ks.gov/>, Consumer Assistance, Filing a Complaint. You may also contact our Consumer Assistance staff toll-free at 1-800-662-0027 or by e-mail at public.affairs@kcc.ks.gov.

I retired in 2018 and my wife and I decided to get rid of cell phones and computer. We checked in getting a landline only to find out that the only company that offered service in our area was Total Communications. Our first number with them was I believe 620-289-4355 and after a while family members started telling us that they could not reach us for some reason or other so we called Total and made it be known that we were having phone troubles.

Total's repairman Scott called and told me that they were going to switch our line to a different port and that our phone would not be working until he made the switch at Tyro Ks and then he had to drive to Jefferson Ks and switch the ports there also and that we would have a new phone number. Our second number with them was 620-289-4321.

We thought the problem was solved but after some time later family members again started telling us that at times we couldn't be reached. They would tell us what days they called and sometimes we were not at home but other days we were at home and the phone did not ring. They would say on their end the phone would just ring + ring + ring but it wasn't ringing in our house.

Family + friends were getting frustrated at us thinking we were blowing them off which in turn frustrated me to the point that I would call Totah's office in Ochelata OK and tell them what was happening and the women I talked to them, they assured me that there was nothing wrong on Totah's part and that those people would need to call their carriers to get the issue resolved on their end. This happened on several different occasions and I would get the same story from Totah "nothing wrong on our end" My question to Totah was how can it be that family members from Kansas City Ks, Beaumont Tx, Tulsa OK, Clinton Ma, Coffeyville Ks, and other towns all were having the same problem and Totah was the common denominator in the whole mess.

After one of my complaints to the secretaries they put me in touch with Adam and told him what was going on he told me that all the people that were not getting through to us needed to keep track of the days and times that tried to call us and call their carriers and file a complaint with them. And this went on for a while longer and I called Adam back and complained again about missing calls and he decided to put something on our line at the Havang, KS. station that would show the phone number and time that calls coming to us.

Adam asked me to keep track of incoming calls with dates and times to help him try to find the problem which I did and I had called some family members and requested that they try and call me every day for a week or so to help solve the issue.

I understand that this is an intermittent problem and apparently very hard to fix as sometimes the calls would come in and at other times they would not. People have told us that sometimes it just rings and sometimes it's a busy signal and that shouldn't happen because we were paying for call waiting.

On Jan 24th my wife's brother was taken by ambulance to the hospital in Chanute KS and her sister was trying to call us and let us know, she could not get through and called their step dad who lives 6 miles down the road from us to get a hold of us and after multiple calls of him trying to get through he gave up and had to drive over ~~at~~ to let us know what was going on. ~~He~~ My wife's brother passed away on Jan 28th in the afternoon and they finally got through to us later on that evening.

Another instance we have a 93 year old family friend who fell at assisted living and was taken to the hospital and we did not find out until the next morning and she passed away later that day.

I gave Adam some dates and times that family members had tried to call and said that he would look them up on the tracker he put on our phone, he did not say that all of them showed up but he could tell that some maybe all had showed up at the Havana station but just did not make it to our house.

I asked Adam how he would like it if he was paying for a service that only worked part of the time and he said he could understand my frustration, I told him I was not happy with Totah and that I thought that I should not have to pay full price for something that I'm ^{not} getting to use to its full capabilities. He said he would check with the main office but that they were unwilling for any kind of reimbursement.

I asked the repairman one day if anyone else they served were having any issues like ours and he said no. One of my aunts has two brothers that live in Liberty, KS. had land lines with Totah and that they also had similar issues with their phones and she thought that one of them filed a complaint with the state Corporation Commission. A neighbor of mine told me that they had trouble with Totah and the problem never got fixed so he dropped them and went totally wireless phone + internet with AT&T, His name is Mike Sutton.

Recently I called Totah and asked for Adam and was told he would be gone all week so they put me through to his voice mail and I gave a short list of 3 or 4 instances with date + times that some had told me about and I never heard back from him. On Fathers Day of this year my sister and I went to Bartlesville Oklahoma and sometime in the early evening my wife tried to call my sisters cell phone and the call was dropped before any conversation took place, I know that this happens from time to time but when we called my wife back and we had her cell phone synced in her car I heard our phone ring twice then it sounded like it went dead for a few seconds and then rang two more times and then it went dead again, my wife told me that it did not ring at our house.

People who at times when they did get through complained about really bad static in the line and sometimes the static was on our end also. We had two service men at our house one day trying to fix the problem and they told me that there was a humming sound on the line which we often heard also but they just couldn't figure out why that was happening.

JD Laster

Tony + Grammy
 H Lingo G.C. T.C

1-20
 11:15?

1-22 called got busy signal 10:00 AM
 called right back got thru

1-23 4:20 pm all 3 phones

got busy signal

operator said busy signal from

landline 4:30 pm

landline at 5:30 pm static -

no ringing & cell phone rang

& go

Cecil

1-20

1-21

1-22

1-23

1-24

1-25

1-26

Cell

12:00

12:00

12:32

12:00?

12:00

NO

1243

All
 came
 through

Sheri

C

1-20 - 7:50

1-21 11:30

1:00 pm

1-25 2:15 pm

11:00 pm

12:00

1+

1-20-7:48

Louie

H

Cell

1-20-21 -

1-25-21 11:30 AM earlier busy
 1-25-21 called said he got signal

1-28 2:27 got through

1-29

Could not find complete list of
 dates & times but hopefully these
 2 pages will help.

Tony + Grammy

Landline - Lingo

Consumer Cell

Consumer Cell

1-25- 1:30 rang rang

1-30 got thru =

1-24 got thru 3:10 cell

1-27

1-28

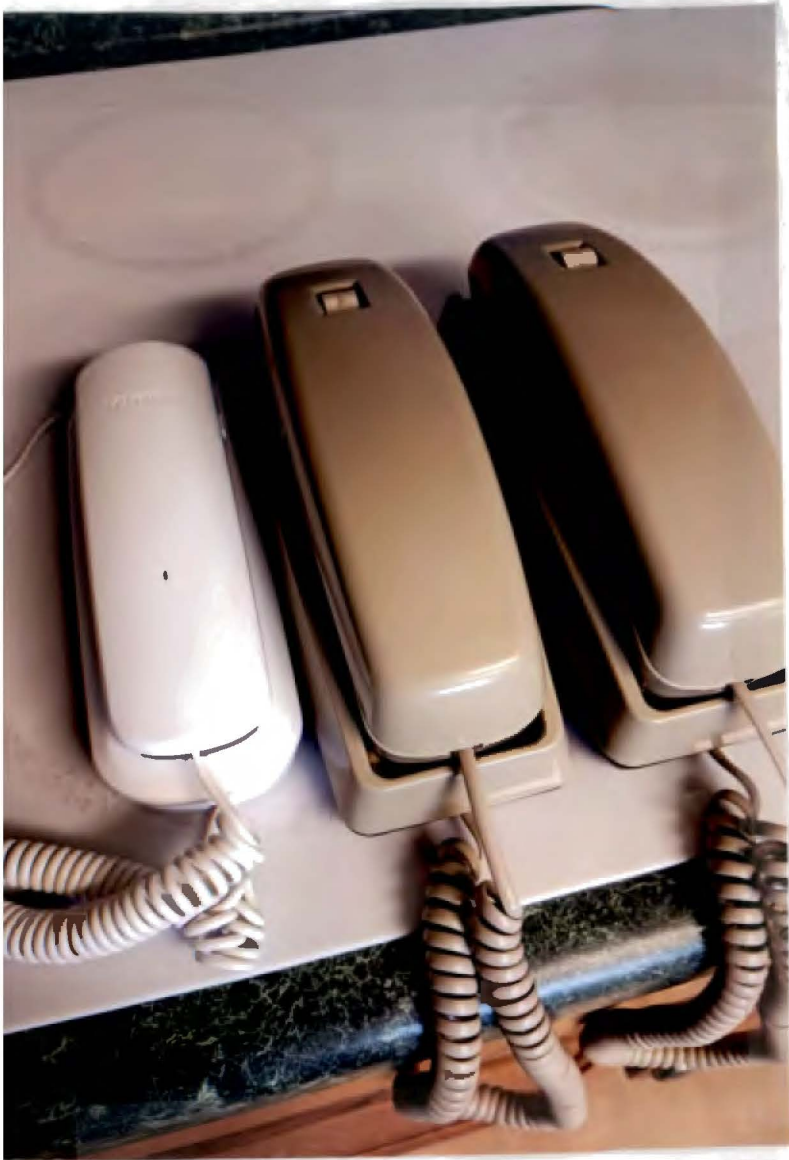
~~2-2~~ 2-2 10:19 rang twice went dead
called me back + got through

1-31 2:15 could not make calls going out
called Loretta, Cindy, Shirley

1-26 ~~2:13 pm~~ phone rang 2

1-27 George called 5:30 said he called earlier
got busy signal

T.M.S - 1-25- called for yearly review - had them
call back in 15 minutes couldn't hear them -
said they would call right back to get
new connection because of bad static
guess they couldn't get through



Picture is of 3
phones given to me
from Totah Communications
that they wanted ~~me~~
me to start using and
I did but the missed
calls did not stop