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February 23, 2007

Via Hand Delivery

Ms. Reneé J. Jenkins
Director of Administration
Secretary of the Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

RE: In the Matter of the Complaint of Drew Hansel v. Windstream Western Reserve, Inc.;
PUCO Case No. 07-89-TP-CSS

Dear Ms. Jenkins:

Enclosed are an original and ten (10) copies of an Answer and Affirmative Defenses, to be filed in connection with the above-referenced matter on behalf of Windstream Western Reserve, Inc.

Thank you for your assistance. If you have any questions, please do not hesitate to call.

Very truly yours,

Carolyn S. Flahive

Enclosure

cc: James Lynn, Attorney Examiner

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BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of
Drew Hansel,

Complainant,

v.

Windstream Western Reserve, Inc.,

Respondent.

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Case No. 07-089-TP-CSS

ANSWER AND AFFIRMATIVE DEFENSES

WINDSTREAM WESTERN RESERVE, INC. ("Windstream") hereby answers the
Complaint as follows:

1. Windstream admits that it provides telephone exchange service to Complainant.
2. Windstream admits that Complainant had questions about calling plan options, and attempts were made by Windstream's customer service representatives to answer those questions.
3. Windstream denies that Complainant has services or calling plans that he did not request. In particular, Windstream denies that Complainant did not ask for the inside wire maintenance plan ("Protection Plus").
4. Windstream contacted Complainant on February 21, 2007 in an attempt to resolve Complainant's outstanding concerns. Windstream informed Complainant at that time that he could change his calling plans or remove Protection Plus, if he so chooses.

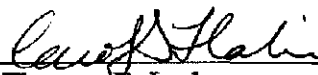
AFFIRMATIVE DEFENSES

5. The Complaint fails to state a claim for relief and, therefore, must be dismissed.
6. Windstream provided full and accurate information to Complainant and responded to his questions.
7. Winstream representatives have offered to make changes to Complainant's account if he so chooses.

WHEREFORE, Windstream Western Reserve, Inc. respectfully requests that the Complaint be dismissed.

Respectfully submitted,

WINDSTREAM WESTERN RESERVE, INC.

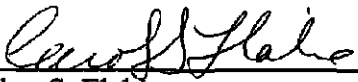
By: 
Thomas E. Lodge
Carolyn S. Flahive
THOMPSON HINE LLP
10 West Broad Street, Suite 700
Columbus, Ohio 43215
Telephone (614) 469-3200
Facsimile (614) 469-3361

Its Attorneys

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a copy of the foregoing Answer and Affirmative
Defenses was served upon the following person, via regular U.S. mail, postage prepaid, this
23rd day of February, 2007.

Drew Hansel
828 Smithfield Drive, Suite 1110
Sagamore Hills, Ohio 44067



Carolyn S. Flahive