

FILE

Vorys, Sater, Seymour and Pease LLP

52 East Gay Street • Post Office Box 1008 • Columbus, Ohio 43216-1008 • Telephone (614) 464-6400 • Facsimile (614) 464-6350 • Cable VORYSATER

Arthur I. VORYS 1876-1933 Lowry T. Sater 1867-1937 Augustus T. Seymour 1873-1926 Edward L. Pease 1873-1924	WASHINGTON 1828 E. Street NW Eleventh Floor Washington, D.C. 20036-5109 Tel 202.467.8800 Fax 202.467.8900	CLEVELAND 1100 One Cleveland Center 1375 East Ninth St. Cleveland, OH 44114-1724 Tel 216.479.6100 Fax 216.479.6000	CINCINNATI Suite 2000, Arthur Two 221 E. Fourth St. PO Box 102, 96 Cincinnati, OH 45201-0296 Tel 513.721.4000 Fax 513.721.4006	ALEXANDRIA 277 South Washington St. Suite 310 Alexandria, VA 22314 Tel 703.837.6999 Fax 703.749.4492	AKRON 100 South Main Street Suite 1100 Akron, OH 44308 Tel 330.208.1000 Fax 330.208.1001
---	--	---	--	---	---

Stephen M. Howard
Direct Dial (614) 464-5401
Facsimile (614) 719-4772
E-Mail - smhoward@vsssp.com

March 9, 2007

Mr. Daniel E. Fullin, Esq.
Attorney Examiner
Public Utilities Commission of Ohio
180 E. Broad St., 12th Floor
Columbus, OH 43215

RE: Mr. Ray A. DiDonato
CASE No.: 07-43-TP-CSS

Dear Mr. Fullin:

Time Warner Cable Information Services (Ohio), LLC d/b/a Time Warner Cable ("TWC") has investigated the subject complaint and I describe below the current status of this matter.

When Mr. DiDonato moved from his previous address to his new address, he crossed a geographical rate center boundary. Current porting rules do not allow for the transfer of a telephone number across rate centers, therefore we had no choice but to provide him a new telephone number. Unfortunately, our installation technician erred in not informing Mr. DiDonato of his new telephone number.

We regret any inconvenience Mr. DiDonato may have experienced. We have been in contact with Mr. DiDonato since receipt of the subject complaint, and he has confirmed that we have addressed the issue to his satisfaction. Mr. DiDonato remains a valued Time Warner Cable customer.


The complaint been settled and pursuant to a commission rule, the complainant has 20 days to file a written response agreeing or disagreeing with the assertions and that, if no response is filed, the Commission may presume that settlement has occurred and will dismiss the complaint. Please do not hesitate to contact me if you have any questions regarding this matter.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician 2 Date Processed 3-9-07

RECEIVED-DOCKETING DIV
2007 MAR -9 PM 4:43
PUCO

Mr. Daniel E. Fullin, Esq.
March 9, 2007
Page 2

Best regards,

A handwritten signature in cursive script that reads "Stephen M. Howard".

Stephen M. Howard

cc: Mr. Ray DiDonato (via U.S. mail)
Robert Finney – Digital Phone Operations Manager
Gary Wengrofsky – Administrator, Legal Affairs