BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of Drew Hansel,)
Complainant,	
v.) Case No. 07-89-TP-CSS
Windstream Western Reserve, Inc.)
Respondent.)

ENTRY

The attorney examiner finds:

- (1)On January 29, 2007, Drew Hansel (Mr. Hansel) filed this complaint against Windstream Western Reserve, Inc. (Windstream) alleging that, upon moving to a new address in November 2006, he had contacted Windstream to obtain the least expensive calling plan. Mr. Hansel states that a Windstream representative assured him that he would be provided with such a calling plan, but upon further inquiry he learned that his calling plan included a fee for repairing inside wire that he did not need nor had asked for. He adds that he later discovered that he could have obtained less costly service "only after arguing with a company representative at their service number." He asserts that Windstream would not provide written information about his local calling plans and that this has occurred three times.
- (2) Windstream responded on February 23, 2007, by admitting that it provides telephone service to Mr. Hansel. Windstream also admits that Mr. Hansel had questions about calling plan options and that Windstream representatives attempted to answer his questions. Windstream denies that Mr. Hansel has services or calling plans that he did not request, particularly for inside wire maintenance. Windstream adds that it contacted Mr. Hansel on February 21, 2007, to try to resolve Mr. Hansel's concerns and states that at that time it informed Mr. Hansel that he could change calling plans or remove inside wire maintenance from his service if he so desired.

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(3) The attorney examiner concludes that Mr. Hansel has presented reasonable grounds for complaint. Accordingly, the parties are directed to attend a prehearing conference on June 7, 2007, at the Commission offices, 180 E. Broad Street, Columbus, Ohio 43215-3793, 11:00 A.M. in Hearing Room 11-A. The purpose of the prehearing conference is to resolve this matter without a formal hearing. Prior to that time, the parties may direct questions regarding the conference to the attorney examiner who will be present at the conference, Janet Stoneking, at (614) 466-6849.

It is, therefore,

ORDERED, That the parties attend the prehearing conference as described in Finding (3). It is, further,

ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

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Attorney Examiner

Entered in the Journal

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Reneé J. Jenkins Secretary