

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Annetta ¹)	
Molter,)	
)	
Complainant,)	
)	
v.)	Case No. 07-462-TP-CSS
)	
AT&T Ohio,)	
)	
Respondent.)	

ENTRY

The Commission finds:

- (1) On April 23, 2007, Annetta Molter (Ms. Molter or complainant) filed a complaint against AT&T Ohio (AT&T). In the complaint, Ms. Molter alleges that on February 21, 2005, she called AT&T to cancel her long distance service. In response to her request, she states that an AT&T representative informed her that AT&T would cancel her long distance service on March 10, 2005. As an alternative, the representative informed Ms. Molter that she could receive long distance service for 10 cents per minute without a monthly fee. Ms. Molter accepted the offer. Moreover, Ms. Molter alleges that AT&T confirmed her acceptance by a letter dated March 20, 2005.

On April 17, 2007, Ms. Molter noticed that her monthly bill unexpectedly exceeded \$40. Upon Ms. Molter's inquiry, an AT&T representative informed Ms. Molter that she was being charged a monthly fee for long distance service. Ms. Molter informed the representative that she had canceled her long distance service two years ago. In response, the representative stated that she could cancel Ms. Molter's long distance plan for a fee of \$4.95. Ms. Molter called AT&T to challenge the fairness of paying a fee to cancel her long distance service again. The

¹ Docketing's records show that the complaint was filed by "Leonard Molter," which is the name that appears on the first page of the complaint. The last page of the complaint, however, was signed by "Mrs. Leonard Molter." The letter dismissing the complaint was signed as "Annetta Molter." The case caption is revised accordingly.

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complaint states that an AT&T representative told Ms. Molter that, on October 12, 2006, AT&T had mailed a bill insert informing customers that there would be a monthly long distance fee of \$2 and that the fee is now \$3.00. Furthermore, the representative informed her that she could cancel her long distance service for \$9.95, not \$4.95, as she was informed a day before.

In the complaint, Ms. Molter contests the charge to have her long distance service terminated. She also believes that AT&T should provide more conspicuous notice of any changes to a customer's account.

- (2) On April 24, 2007, the Commission's Docketing Division served a copy of the complaint upon AT&T. The Docketing Division instructed AT&T to file an answer to the complaint within 20 days.
- (3) After considering the subject matter of the complaint, the attorney examiner referred this matter to the Commission's Investigation and Audit Division to attempt an informal resolution. Pending mediation, the attorney examiner suspended the time for filing an answer to the complaint.
- (4) On May 22, 2007, Ms. Molter filed a letter giving notice of her voluntary dismissal of the complaint. In her letter, she referenced a telephone conference in which an AT&T representative and a Commission staff person participated. Finding AT&T's offer of settlement sufficient, Ms. Molter agreed to dismiss the complaint.

It is, therefore,

ORDERED, That, pursuant to the motion filed by the complainant, the complaint in this matter is dismissed. It is, further,

ORDERED, That a copy of this entry be served upon all parties and interested persons of record.

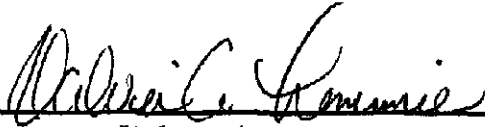
THE PUBLIC UTILITIES COMMISSION OF OHIO



Alan R. Schriber, Chairman

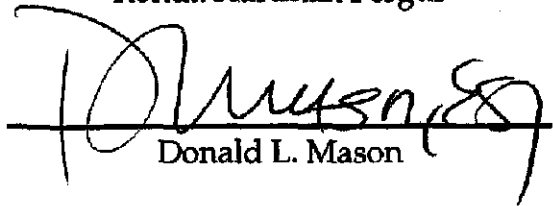


Paul A. Centolella



Valerie A. Lemmie

Ronda Hartman Fergus



Donald L. Mason

LDJ/vrm

Entered in the Journal

JUL 25 2007



Renee J. Jenkins
Secretary