

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

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|------------------------------------|---|------------------------|
| In the Matter of Samantha L. Kidd, |) | |
| |) | |
| Complainant, |) | |
| |) | |
| v. |) | Case No. 07-749-TP-CSS |
| |) | |
| AT&T Ohio, |) | |
| |) | |
| Respondent. |) | |

ENTRY

The Attorney Examiner finds:

- (1) On June 26, 2007, Samantha L. Kidd (Ms. Kidd) filed a complaint against AT&T Ohio (AT&T), alleging that she had moved from her residence and had requested disconnection of service, yet she later received a bill indicating no such disconnection. According to Ms. Kidd, AT&T claims that it has no record of her request and that she must pay the entire bill.
- (2) AT&T filed its answer on July 16, 2007. AT&T admits that Ms. Kidd had been a customer of AT&T and that AT&T had continued to bill her until she filed her complaint at the Commission. AT&T denied all other allegations of Ms. Kidd.
- (3) Counsel for AT&T contacted the attorney examiner by telephone during July 2007 and stated that AT&T had taken steps to resolve Ms. Kidd's concerns. Counsel also told the attorney examiner that there had been difficulty contacting Ms. Kidd by telephone to inform her of the corrective measures and said that a letter discussing the corrective steps was being sent to Ms. Kidd's address. Counsel also provided the attorney examiner with a copy of the letter sent to Ms. Kidd.
- (4) The attorney examiner has also had no success contacting Ms. Kidd to determine whether she is satisfied with the steps taken by AT&T. The attorney examiner most recently attempted to contact Ms. Kidd during late September 2007. Not knowing whether Ms. Kidd considers the matter resolved, the attorney examiner believes that the matter should be

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discussed at a prehearing conference. Accordingly, a prehearing conference shall be held on October 31, 2007, at 10:00 A.M. in Hearing Room 11-B of the Commission, 180 East Broad Street, Columbus, Ohio 43215-3793. The purpose of the prehearing conference is to resolve matters without proceeding to a hearing. If Ms. Kidd does not attend the prehearing conference and does not contact the attorney examiner before October 31, 2007, the attorney examiner will recommend that the Commission dismiss the complaint for lack of prosecution.

It is, therefore,

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

THE PUBLIC UTILITIES COMMISSION OF OHIO

By: James M. Lynn
James M. Lynn
Attorney Examiner

gfg/ct

Entered in the Journal

OCT 23 2007

Reneé J. Jenkins

Reneé J. Jenkins
Secretary