

FILE

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of David)	
Long,)	
)	
Complainant,)	
)	Case No. 07-1234-TP-CSS
v.)	
)	
Windstream Western Reserve, Inc.,)	
)	
Respondent.)	

ENTRY

The attorney examiner finds:

- (1) On November 30, 2007, David Long (Mr. Long) filed a complaint against Windstream Western Reserve, Inc. (Windstream). Mr. Long alleges that in May 2007, he agreed to Windstream's offer to provide a "package" of internet, satellite television, and telephone service. He adds that although he was told that installation was free and that he would have to pay just \$50 monthly for satellite television service, he later received a bill from Windstream exceeding \$300 "with no explanation." He also asserts that of the "package" he paid for, only the telephone service "actually worked," and that Windstream has contacted him stating that he still owes for an unpaid portion of his bills, even though he has paid for all bills in full.
- (2) Upon the filing of the complaint, the Commission's Docketing Division directed Windstream to file an answer within 20 days of the mailing of the complaint to Windstream on December 4, 2007.
- (3) The attorney examiner finds it appropriate that the complaint be referred to the Commission's Investigation and Audit Division in order to attempt to resolve this matter informally. As a result, the examiner finds that the processing of the complaint should be delayed and that Windstream should not file an answer to the complaint until further direction of the examiner. In the event that the Commission Investigation and

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Audit Division is unable to resolve this matter, it shall notify the attorney examiner, who will advise the parties on further action to be taken in this matter.

It is, therefore,

ORDERED, That this complaint be referred to the Commission's Investigation and Audit Division. It is, further,

ORDERED, That Windstream not file an answer to the complaint until further direction of the examiner. It is, further,

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

JRJ
/vrn

Entered in the Journal

DEC 19 2007

Reneé J. Jenkins

Reneé J. Jenkins
Secretary