

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of	)	
Hendrickson Trailer Suspension Systems,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. 07-832-TP-CSS
	)	
AT&T Ohio,	)	
	)	
Respondents.	)	

ENTRY

The attorney examiner finds:

- (1) On July 20, 2007, Daniel A. Filing, Jr., on behalf of the complainant, Hendrickson Trailer Suspension Systems, filed a complaint in this case against the respondent, AT&T Ohio (AT&T). The complaint alleges that, for years, AT&T has provided unsatisfactory service to the complainant at its location in Canton and that AT&T needs to repair the telephone lines leading into the complainant's facility. According to the complaint, the problems have not been resolved even though AT&T has sent many technicians to the complainant's site. During a three-week period in mid-June 2007, according to the complaint, 16 trouble tickets were created for approximately 5 lines. AT&T, the complaint alleges, "would run tests on the lines and clear them," yet the problem of no dial tone would persist. The complaint alleges that many technicians have recommended, as a solution, replacing the lines and, indeed, have placed orders to do so. Nevertheless, the lines have never been replaced and, consequently, calls for repair continue says the complaint. The complainant requests the Commission's aid in resolving this matter by causing AT&T to begin the process of repairing the lines leading into the complainant's facility.
- (2) On August 9, 2007, the respondent filed an answer to the complaint. In its answer, AT&T alleges, among other things, that it has not breached any legal duty it owes to the complainant and that the complainant has failed to state reasonable grounds for proceeding to a hearing of its complaint.

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AT&T further claims that it does not provide local telephone service to the complainant. AT&T admits that the complainant has been experiencing service problems. Moreover, AT&T states in its answer that it has identified the specific trouble that the complainant is experiencing and expects to complete the required repair work by the end of September 2007.

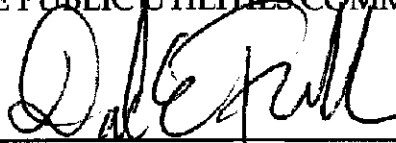
- (3) There is nothing of record indicating that this matter has, as yet, been resolved. This case should be set for a prehearing settlement conference on April 21, 2008, at 1:30 p.m., at the offices of the Commission, 180 East Broad Street, 11<sup>th</sup> Floor, Hearing Room 11-B, Columbus, Ohio 43215-3793. The purpose of the settlement conference is to determine whether this matter can be resolved informally.

It is, therefore,

ORDERED, That a prehearing settlement conference be held in accordance with 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



By: Daniel E. Fullin  
Attorney Examiner

gfb,geb

Entered in the Journal

MAR 12 2008



Renee J. Jenkins  
Secretary