2

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of Tracie K	agey,)
Complaina	nt,))
v.))
AT&T Ohio,) Case No. 07-1273-TP-CSS
Responder	ıt.)
	EŅ	TRY

The attorney examiner finds:

- (1) On December 17, 2007, Tracie Kagey (Ms. Kagey) filed a complaint against AT&T Ohio (AT&T), stating that her telephone line has not worked properly and that AT&T was unable to fix the problem. Ms. Kagey also alleged that her telephone service has been shut off.
- (2) AT&T responded on January 7, 2008, by admitting that Ms. Kagey had been a customer of AT&T and was disconnected for nonpayment on November 28, 2007. AT&T denied that it had refused to resolve Ms. Kagey's service issues and added that it has responded to Ms. Kagey's concerns in accordance with Commission requirements.
- (3) By entry issued December 21, 2007, the attorney examiner scheduled a prehearing conference for January 22, 2008.
- (4) On January 21, 2008, at the request of Ms. Kagey, the settlement conference was postponed.
- (5) By entry issued February 6, 2008, a conference date of March 4, 2008, was set. Shortly before March 4, 2008, Ms. Kagey informed the attorney examiner that she could not attend the conference for medical reasons.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician 500 Date Processed 4/3/08

(6) Accordingly, a new conference date of April 22, 2008, at 10:00 A.M. is scheduled, and the parties are to participate in the conference by calling 614-644-1080. The purpose of the prehearing conference is to determine whether this complaint can be informally resolved. The parties should bring with them all documents relevant to this matter.

It is, therefore,

ORDERED, That the prehearing conference is scheduled in accordance with Finding (6). It is, further,

ORDERED, That a copy of this entry be served upon each party of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

By: // James M. Lynn

Attorney Examiner

9r9ct

Entered in the Journal

APR 3 2008

Reneé J. Jenkins

Secretary