BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of John A. Bell, d/b/a John A. Bell, Attorney-at-Law,	)	
Complainant,	)	
v.	)	Case No. 08-1313-TP-CSS
AT&T Ohio,	)	
Respondent.	)	

ENTRY

The attorney examiner finds:

(1) On December 19, 2008, John A. Bell d/b/a John A. Bell, Attorney-at-Law (complainant) filed a complaint against AT&T Ohio (AT&T or respondent) alleging that AT&T changed his telephone service without proper authorization, thereby resulting in unjust and unreasonable charges for telephone service. Complainant also requested that the respondent be prohibited from disconnecting service during the pendency of this complaint.

(2) On December 22, 2008, the attorney examiner issued an entry stating that, pursuant to Rule 4901:1-5-10(I)(3), Ohio Administrative Code, the complainant's service should not be disconnected during the pendency of this complaint, provided that complainant pays either the undisputed portion of the bill or, if the disputed amount is in question, the customer pays the amount paid for the same billing period during the previous year.

(3) On January 8, 2009, AT&T filed a letter from complainant, in which complainant stated that he and AT&T had agreed that AT&T would have an additional thirty days from January 8, 2009, to answer the complaint. In addition, the letter indicated that complainant and AT&T had been discussing a resolution to the matter. The attorney examiner contacted AT&T shortly after expiration of the additional thirty days and was informed that AT&T's counsel had encountered unexpected delays in preparing an answer.

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(4) AT&T filed its answer on April 29, 2009. AT&T denies, for lack of knowledge, that complainant did not authorize or receive any notice of a proposed change in service. In response to complainant's allegation that AT&T failed to make any adjustment to complainant's bills, AT&T states that it offered to place complainant on a new plan and reimburse complainant for partial past charges. AT&T further states that it did not terminate complainant's service, pending review of the complaint, provided that complainant remains current in paying undisputed amounts.

(5) Having examined complainant's allegations and AT&T's response, the attorney examiner concludes that this matter is appropriate for a prehearing conference. Therefore, a prehearing conference is scheduled for June 18, 2009, at 10:00 A.M. in Room 11-B at the Commission offices, 180 East Broad Street, Columbus, Ohio 43215-3793. The purpose of the prehearing conference is to attempt to resolve matters without the need to proceed to a hearing.

It is, therefore,

ORDERED, That a prehearing conference is scheduled as described in Finding (5) above. 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
Attorney Examiner

gRJ/ct

Entered in the Journal

APR 30 2009

Reneé J. Jenkins
Secretary