

**BEFORE**

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of Annette Dawson,

Complainant,

**V.**

AT&amp;T Ohio.

**Respondent.**

Case No. 09-514-TP-CSS

## ENTRY

**The attorney examiner finds:**

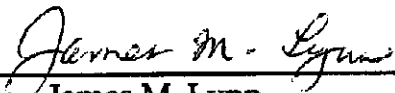
- (1) On June 17, 2009, Annette Dawson (Ms. Dawson) filed a complaint against AT&T Ohio (AT&T), alleging errors in her bill. Ms. Dawson contends that she has made no long distance calls and did not request options such as call waiting, yet the monthly charges on her bill exceed what is appropriate.
- (2) AT&T responded on July 8, 2009, by admitting that it provides residential service to Ms. Dawson and asserting that it is addressing Ms. Dawson's concerns regarding her outstanding payment accounts. AT&T adds that "it is assisting Ms. Dawson in recent months by setting up Lifeline payment arrangements." Finally, AT&T asserts that its practices have been in full compliance with all applicable provisions of law.
- (3) Having reviewed Ms. Dawson's complaint and AT&T's answer, the attorney examiner concludes that this matter is appropriate for a prehearing conference. Accordingly, the parties are to call 614-644-1080 at 10:00 A.M. on August 10, 2009. The purpose of the prehearing conference is to attempt to settle matters without the need for a hearing.

It is, therefore,

ORDERED, That a prehearing conference be conducted as described in Finding (3) above. It is, further,

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

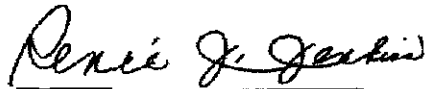
THE PUBLIC UTILITIES COMMISSION OF OHIO

  
By: James M. Lynn  
Attorney Examiner

ct

Entered in the Journal

JUL 13 2009



Renee J. Jenkins  
Secretary