

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of Timothy S. and Teri L.
Turnbull,

Complainants,

v.

Verizon North Inc.,

Respondent.

Case No. 09-571-TP-CSS

ENTRY

The attorney examiner finds:

- (1) On July 7, 2009, Timothy S. and Teri L. Turnbull (the Turnbolls) filed a complaint against Verizon North Inc. (Verizon) alleging "an issue with Verizon . . . that has been occurring over the last thirteen years" which involves "consistently broken wires, static, no dial tone." The Turnbolls add that they have contacted Verizon many times about the matter and are seeking "a permanent fix to our problem," as well as compensation for their difficulties.
- (2) Verizon answered the complaint on July 27, 2009. Verizon admitted that it provides service to the Turnbolls' residence and that the Turnbolls have placed more than one service call to Verizon. Verizon also admits that the Turnbolls' residence "is served by some facilities that are not permanently buried or aerial" and states that it is presently "installing poles and aerial facilities" to serve the Turnbolls. Verizon denies that there are consistently broken wires, static, and no dial tone for the Turnbolls and asserts that no facility can be completely immune to occasional disruptions. Verizon adds that while the Turnbolls have paid their bills, it has provided bill credits to the Turnbolls in accordance with Rule 4901:1-5, Ohio Administrative Code (O.A.C.).
- (3) Having read the Turnbolls' complaint and Verizon's answer, the attorney examiner concludes that this matter is appropriate

for a prehearing conference. Therefore, a prehearing conference is scheduled for September 16, 2009, at 11:00 A.M. in Room 1246 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 for a formal hearing.

It is, therefore,

ORDERED, That a prehearing conference is scheduled 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
James M. Lynn
Attorney Examiner

gjt
/ct

Entered in the Journal

AUG 21 2009

Renee J. Jenkins

Renee J. Jenkins
Secretary