



# Public Utilities Commission

Ted Strickland, Governor  
Alan R. Schriber, Chairman

## Commissioners

Ronda Hartman Fergus  
Valerie A. Lemmie  
Paul A. Centotella  
Cheryl Roberto

October 29, 2009

Vondelise Jones  
765 Donald Avenue  
Akron, OH 44306

Case No: 09-1020-TP-CSS

Dear Ms. Jones:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against AT&T Ohio. Your formal complaint has been assigned the above case number. We have sent a copy of your complaint to the utility company. The utility has been given 20 days to file its answer in response to your complaint and will send a copy of that answer to you as well.

The Commission will issue an entry that explains the next step in your case. A copy of the entry will be sent to you.

Enclosed is a brochure to assist you in understanding the process associated with formal complaints filed with the Public Utilities Commission of Ohio.

Sincerely,

Renee' J. Jenkins, Secretary  
Betty McCauley, Acting Secretary  
Mariruth Wright, Acting Secretary

Enclosure  
RJJ/tmt

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