

BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

Vondelise Jones,	)	
	)	Case No. 09-1020-TP-CSS
Complainant,	)	
	)	
v.	)	
	)	
AT&T Ohio,	)	
	)	
Respondent.	)	

---

ANSWER OF AT&T OHIO

---

Now comes AT&T Ohio, Respondent herein, and for its Answer to the Complaint states as follows:

1. AT&T Ohio admits that Complainant had combined billing for landline and AT&T Mobility wireless service.
2. AT&T Ohio avers that Complainant incurred an outstanding balance on her combined account.
3. AT&T Ohio avers that it is the billing and collections agent for AT&T Mobility wireless services. In order for AT&T Ohio to seek collection action on the outstanding amount of \$481.10, a separate account had to be created and the services separated for billing purposes. Account number 4747 was the new account number.

4. AT&T Ohio states that the outstanding balance of \$481.10 was not a credit to which the Complainant can claim that she paid. Rather, as set forth on the November 25, 2008 billing statement, it is the amount unpaid for wireless service that was transferred over from the AT&T Mobility account to the new 4747 account so that AT&T Ohio could pursue collection action.
5. AT&T Ohio denies for lack of information Complainant's allegations that AT&T Mobility broke a contract and inappropriately assessed contract cancellation charges.
6. AT&T Ohio states that the Commission lacks jurisdiction to award any form of damages under Ohio Revised Code Sections 4165.02 and 4165.03.
7. AT&T Ohio denies any other allegation of the Complainant not expressly admitted herein.
8. AT&T Ohio says that it has breached no legal duty owing Complainant and that its service and practices at all relevant times have been in full accordance with all applicable provisions of law and accepted standards within the telephone industry.

9. The Complaint fails to state reasonable grounds for proceeding to hearing as required by §4905.26, Revised Code.

Wherefore, having fully answered, Respondent requests that the Complaint be dismissed.

Respectfully submitted,

AT&T Ohio

By: /s/Mary Ryan Fenlon

Mary Ryan Fenlon  
Trial Attorney  
150 East Gay Street, Rm. 4A  
Columbus, Ohio 43215  
(614) 223-3302

### Certificate of Service

I hereby certify that a copy of the foregoing has been served this 18th day of November, 2009 by first class mail, postage prepaid, on the parties shown below.

/s/ Mary Ryan Fenlon

Mary Ryan Fenlon

Vondelise Jones  
765 Donald Avenue  
Akron, OH 44306

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**11/18/2009 3:45:50 PM**

**in**

**Case No(s). 09-1020-TP-CSS**

Summary: Answer of AT&T Ohio. electronically filed by Ms. Mary K. Fenlon on behalf of AT&T Ohio