

**Public Utilities  
Commission**

Ted Strickland, Governor  
Alan R. Schriber, Chairman

Commissioners

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

January 29, 2010

Nu-Sash Windows  
Mr. Jim Shoenfelt  
3188 Barber Road  
Norton, OH 44203

Case No: 10-92-TP-CSS

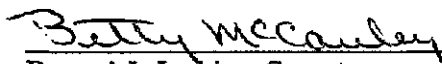
Dear Mr. Shoenfelt:

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  
BJM/dh

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