

BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

John T. Schonher,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. 13-2216-TP-CSS
	)	
The Ohio Bell Telephone Company d/b/a AT&T Ohio,	)	
	)	
Respondent.	)	

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AT&T OHIO'S ANSWER

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AT&T Ohio<sup>1</sup>, for its Answer to the Complaint filed against it, states as follows:

1. AT&T Ohio admits that it provided certain services, including Commission-regulated services, to the Complainant.
  
2. AT&T Ohio avers that it has attempted to call the Complainant to discuss the issues raised in his Complaint on several occasions, but that Complainant refuses to discuss them and hangs up.
  
3. AT&T Ohio avers that a payment of \$136.41, made on August 3, 2012, was reversed the same day and was therefore not credited to the Complainant's account. A second payment of \$136.41 was made on August 7, 2012 and was credited to the Complainant's account.

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<sup>1</sup> The Complainant named "AT&T" as the Respondent. The Ohio Bell Telephone Company is a public utility in Ohio and provides certain Commission-regulated services in Ohio, including the services at issue in this complaint. The Ohio Bell Telephone Company uses the name AT&T Ohio, which is used in this Answer.

4. AT&T Ohio avers that, apart from the amount described in the previous paragraph, the Complainant fell behind in his payments and his account was subject to treatment accordingly. AT&T avers that the Complainant's service was disconnected on September 18, 2012 and that money is still owed on his final bill.

5. AT&T Ohio lacks knowledge sufficient to admit or deny the other allegations of the Complaint.

6. AT&T Ohio avers that it has breached no legal duty owed to the 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.

#### Affirmative Defense

7. The Complaint fails to state reasonable grounds or otherwise state a cause of action against AT&T Ohio for which relief can be granted.

WHEREFORE, having fully answered, Respondent AT&T Ohio respectfully prays that this Complaint be dismissed.

Respectfully submitted,

AT&T Ohio

By:                     /s/ Jon F. Kelly                    

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Its Attorney

13-2216.answer

Certificate of Service

I hereby certify that a copy of the foregoing has been served this 5th day of December, 2013 on the party shown below by U. S. Mail, postage prepaid.

/s/ Jon F. Kelly

Jon F. Kelly

John T. Schonher  
4818 Gifford Ave.  
Cleveland, OH 44144

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**Case No(s). 13-2216-TP-CSS**

Summary: Answer electronically filed by Jon F Kelly on behalf of AT&T Ohio