

FILE

January 29, 2015

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2015 FEB -6 AM 11:34

PUCO

Barcy F. McNeal, Secretary
Public Utilities Commission of Ohio
180 East Broad Street, 11th Floor
Columbus, Ohio 43215-3793

Re: Milton Heinberg v. AT&T Corp.
Case No. 14-2141-TP-CSS

Dear Ms. McNeal:

The parties to the referenced complaint case have resolved the issues raised therein to their mutual satisfaction and therefore request that the complaint be dismissed with prejudice.

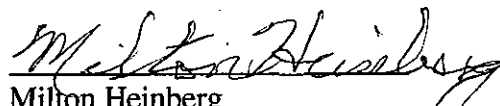
Thank you for your courtesy and assistance in this matter. Please contact either of us if you have any questions.

Very truly yours,

Milton Heinberg

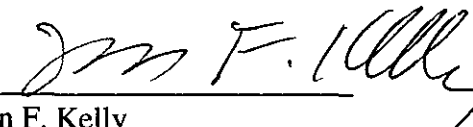
AT&T Corp.

By:


Milton Heinberg
34300 Brookmeade Court, Apt. 104
Solon, OH 44139

440-318-1860

By:


Jon F. Kelly
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AT&T Services, Inc.
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January 29, 2015

Milton Heinberg
34300 Brookmeade Court, Apt. 104
Solon, OH 44139

Re: Milton Heinberg v. AT&T Corp.
PUCO Case No. 14-2141-TP-CSS

Dear Mr. Heinberg:

This will confirm the agreement we reached during our telephone call today concerning your recent complaint involving your previous AT&T long distance service. I sincerely apologize for the delay in resolving this matter to your satisfaction.

We agreed that AT&T will issue you a \$550.00 check in full settlement of the claims made in your complaint. I have begun the process to have that check sent to you.

In consideration, you agreed that this would be a satisfactory resolution of your complaint and you agreed to release and discharge AT&T, its owners, agents, employees, insurers, successors and assigns, of and from any and all liability arising out of or resulting from all claims and contentions asserted, or which could have been asserted, known or unknown, in connection with your complaint.

By signing the acknowledgement below, you agree that you have read this document and that you understand all its terms, sign it voluntarily and with full knowledge of its significance, and understand that it is a binding contractual agreement and not a mere recital.

Enclosed is a letter to the PUCO requesting the dismissal of the complaint based on this settlement. Please return the signed acknowledgement and the signed letter to the PUCO to me. Copies of both are enclosed for your records. Thank you for your courtesy in discussing and resolving this matter.

Very truly yours,

Customer acknowledgement:

Milton Heinberg 2/3/15
Signature Date

Enclosures

14-2141.ltr.1-29-15