

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Carol)	
Anne Lake,)	
)	
Complainant,)	
)	
v.)	Case No. 15-2088-TP-CSS
)	
Frontier Communications, Inc.,)	
)	
Respondent.)	

ENTRY

The Commission finds:

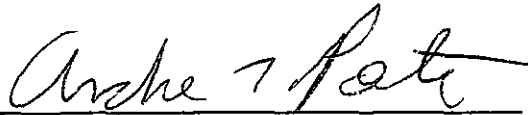
- (1) Pursuant to R.C. 4927.21, the Commission has authority to consider written complaints filed against a telephone company by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the telephone company that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.
- (2) Frontier Communications, Inc. (Frontier) is a telephone company as defined in R.C. 4905.03 and, as such, is subject to the jurisdiction of this Commission.
- (3) On December 16, 2015, Carol Anne Lake (Complainant) filed a complaint against Frontier to resolve a billing issue.
- (4) Frontier filed an answer to the complaint on January 5, 2016.
- (5) On February 16, 2016, the Complainant filed a letter requesting that her complaint be dismissed. She explains that Frontier provided the remedy that she sought in her complaint.
- (6) The Commission finds that the request to dismiss the complaint is reasonable. Accordingly, the complaint should be dismissed without prejudice.

It is, therefore,

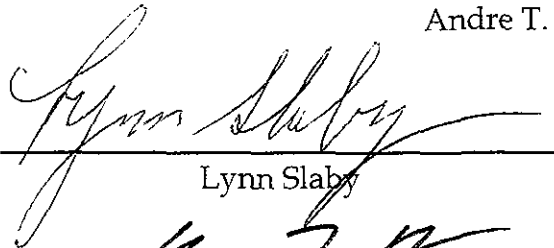
ORDERED, That the Complainant's request to dismiss the complaint be granted and that the complaint be dismissed without prejudice. It is, further,

ORDERED, That a copy of this Entry be served upon all parties and interested persons of record.

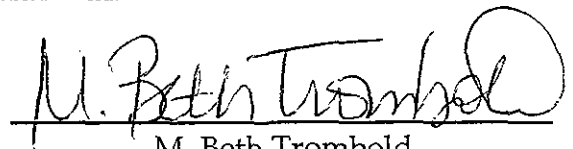
THE PUBLIC UTILITIES COMMISSION OF OHIO



Andre T. Porter, Chairman



Lynn Slaby



M. Beth Trombold



Asim Z. Haque

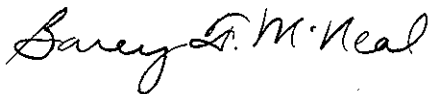


Thomas W. Johnson

LDJ/vrm

Entered in the Journal

APR 14 2016



Barcy F. McNeal
Secretary