

THE PUBLIC UTILITIES COMMISSION OF OHIO

**IN THE MATTER OF STEPHANIE
MATHENEY,**

COMPLAINANT,

v.

CASE NO. 19-1933-TP-CSS

**UNITED TELEPHONE COMPANY OF OHIO
D/B/A CENTURYLINK**

RESPONDENT.

ENTRY

Entered in the Journal on December 16, 2020

I. SUMMARY

{¶ 1} The Commission grants the parties' joint request to dismiss this complaint case because the parties have reached a settlement resolving all issues raised.

II. DISCUSSION

{¶ 2} 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 public utility that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.

{¶ 3} Respondent, United Telephone Company of Ohio d/b/a CenturyLink (CenturyLink or Respondent), is a telephone company as defined in R.C. 4905.03 and, as such, is subject to the jurisdiction of this Commission.

{¶ 4} On October 22, 2019, Stephanie Matheney (Complainant) filed a complaint against Respondent. The complaint alleges that Respondent has engaged in unfair billing practices.

{¶ 5} On November 13, 2019, CenturyLink filed a motion for continuance to file its answer and a request for an expedited ruling. By Entry dated November 14, 2019, the

attorney examiner granted CenturyLink's motion and directed Respondent to file its answer by November 26, 2019.

{¶ 6} On November 26, 2019, CenturyLink filed its answer, in which it admits some of the allegations in the complaint and denies some allegations in the complaint and raises several affirmative defenses.

{¶ 7} Also on November 26, 2019, CenturyLink filed a motion to dismiss the complaint alleging lack of subject matter jurisdiction, Complainant's failure to state reasonable grounds, and satisfaction and resolution of the complaint.

{¶ 8} By Entry issued March 2, 2020, the attorney examiner scheduled an in-person settlement conference to convene on March 24, 2020, at 10:30 a.m. at the Commission offices, 180 East Broad Street, Columbus, Ohio 43215-3793.

{¶ 9} Subsequently, on March 10, 2020, Governor Mike DeWine issued an executive order declaring a state of emergency in response to the respiratory disease COVID-19.

{¶ 10} In light of Governor DeWine's executive order, the attorney examiner found that the in-person settlement conference should be converted to a telephonic settlement conference. Accordingly, a telephone settlement conference was scheduled to take place on March 24, 2020, at 10:30 a.m.

{¶ 11} The parties were unable to reach a satisfactory settlement of the issues at the conference held telephonically on March 24, 2020.

{¶ 12} On April 27, 2020, the Respondent, on behalf of itself and the Complainant, filed a joint notice of dismissal letter, signed by both parties, expressing that the parties have reached a settlement resolving all issues raised, and requesting, on that basis, that the Commission should dismiss this case.

{¶ 13} The Commission finds that the parties' joint request for case dismissal should be granted and that this case should be dismissed.

III. ORDER

{¶ 14} It is, therefore,

{¶ 15} ORDERED, That the parties' joint request for dismissal be granted, and that Case No. 19-1933-TP-CSS be dismissed and closed of record. It is, further,

{¶ 16} ORDERED, That a copy of this Entry be served upon all parties of record.

COMMISSIONERS:

Approving:

M. Beth Trombold
Lawrence K. Friedeman
Daniel R. Conway
Dennis P. Deters

JMD/mef

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Case No(s). 19-1933-TP-CSS

Summary: Entry granting the parties' joint request to dismiss this complaint case because the parties have reached a settlement resolving all issues raised. electronically filed by Kelli C. King on behalf of The Public Utilities Commission of Ohio