

BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

Ella Mae Bowman,	)	
	)	
Complainant,	)	
	)	
v.	)	Case No. 24-0253-TP-CSS
	)	
AT&T Ohio,	)	
	)	
Respondent.	)	

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AT&T OHIO'S ANSWER

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AT&T Ohio<sup>1</sup> answers the within Complaint as follows:

1. The Complaint appears to be directed at the actions of the Commission Staff in the Service Monitoring and Enforcement Division, and not actions or inactions of AT&T Ohio.
2. To the extent any of the statements in the Complaint can be interpreted as directed to AT&T Ohio, the Company denies any allegation of the Complaint which is not specifically admitted.
3. AT&T Ohio avers that the Complainant is not its customer. The Complainant contacted the Company to establish service after her CLEC provided notice of its discontinuation of service, but the Complainant failed to follow-up on the Company's requirements in order to do so. The Complaint therefore fails to state reasonable grounds, as required by R. C. § 4927.21(B).

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<sup>1</sup> The Ohio Bell Telephone Company is a public utility in Ohio and provides certain Commission-regulated services and other non-regulated services. The Complainant used the name "AT&T Telecommunication" in her Complaint and also used the phrase "Land-Line Service Phone." The Ohio Bell Telephone Company uses the name AT&T Ohio, which is used here.

4. AT&T Ohio reached out to the Complainant in writing on April 3, 2024 in an effort to assist her in contacting the Company in order to establish service.

5. 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, the Commission's rules, and accepted standards within the telephone industry.

6. Pursuant to section 4901-9-01(A) of the Commission's rules, AT&T Ohio requests the Commission's Legal Department to re-refer this Complaint, unless it is dismissed, to the Commission's call center for an opportunity to resolve the issues before formally proceeding with the Complaint.

Respectfully submitted,

AT&T Ohio

By:                     /s/ Jon F. Kelly                      
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(Willing to accept service via e-mail)

Its Attorney

### Certificate of Service

I, Jon F. Kelly, hereby certify that a copy of the foregoing was served by first class mail on the following, this 9th day of April, 2024.

/s/ Jon F. Kelly

Ella Mae Bowman  
1264 East 146<sup>th</sup> Street  
East Cleveland, OH 44112

24-0253.answer

**This foregoing document was electronically filed with the Public Utilities  
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**Case No(s). 24-0253-TP-CSS**

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