

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Susan Walker and Rex Davidson,	)	
	)	
Complainants,	)	
	)	
v.	)	Case No. 04-123-TP-CSS
MCI,	)	
	)	
Respondent.	)	

ENTRY

The attorney examiner, pursuant to the authority granted in Rule 4901-1-14, Ohio Administrative Code, finds:

- (1) On January 29, 2004, Susan Walker and Rex Davidson (complainants) filed a formal complaint with the Commission against MCI alleging that MCI improperly changed complainants' records in its billing system and refuses to answer questions about their account or the correct amount owed by them.
- (2) On February 18, 2004, MCI filed its answer denying that any unauthorized changes were made in complainants' billing records and asserting that complainants have failed to provide verification that the amount in dispute (\$44.50) has been paid, despite repeated requests by MCI. In addition, MCI asserts it has not violated its tariffs, nor any rules, orders or regulations of the PUCO, and that the complaint fails to state reasonable grounds for complaint pursuant to Section 4905.26, Revised Code.
- (3) The attorney examiner finds that this matter should be set for a settlement conference on March 15, 2004, at 10:00 A.M., in Hearing Room 11E, 11th floor of the offices of the Commission, 180 East Broad Street, Columbus, Ohio 43215-3793. The purpose of the settlement conference will be to determine whether this matter can be informally resolved. The parties should bring with them all records relevant to this proceeding.


It is, therefore,

ORDERED, That this case is set for a settlement conference in accordance with Finding (3). It is, further,

ORDERED, That a copy of this Entry be served upon each party of record.

This document is not valid unless the parties sign and  
acknowledge the entry of this order. The order fine  
recovery is entered in the regular course of business.  
Notarized \_\_\_\_\_ Date Processed 2/22/04

THE PUBLIC UTILITIES COMMISSION OF OHIO

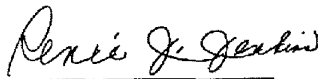


By: Alfred P. Agler  
Attorney Examiner

/vrm<sup>TS</sup>

Entered in the Journal

FEB 27 2004



Renee J. Jenkins  
Secretary