

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of Rodney E. Jackson,)	
)	
Complainant,)	
)	
v.)	Case No. 01-3123-TP-CSS
)	
United Telephone Company of Ohio dba Sprint,)	
)	
Respondent.)	

ENTRY

The attorney examiner finds:

- (1) On December 4, 2001, Rodney E. Jackson (complainant) filed a complaint against United Telephone Company of Ohio dba Sprint (Sprint). In his complaint, the complainant alleges, among other things, that Sprint has failed to adhere to scheduled appointments, failed to provide service as scheduled, and failed to bill correctly for its services. In addition, having experienced service problems related to another Sprint customer, the complainant changed his telephone number. In spite of the change, the service problems continued.
- (2) Sprint filed an answer on December 26, 2001. For its answer, Sprint alleges that it has provided the complainant with two different telephone numbers, both without installation charges. Sprint asserts that it is not able to determine on which account the complainant's claims are based. In other respects, Sprint contends that the allegations in the complaint are too vague and indefinite for response.
- (3) The attorney examiner finds that the complaint contains allegations that set forth reasonable grounds for complaint pursuant to Section 4905.26, Revised Code. The burden of proving the allegations, however, still rests with the complainant.
- (4) Because of the facts presented by this case, the attorney examiner believes that it would be beneficial to schedule a prehearing conference. The purpose of the prehearing conference will be to determine if it is possible to resolve this matter without a formal hearing. The conference shall be

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scheduled for February 5, 2002, at 1:30 p.m. and shall be conducted by telephone.

It is, therefore,

ORDERED, That this case is set for prehearing conference in accordance with finding (4). It is, further,

ORDERED, That a copy of this entry be served upon the complainant, Rodney E. Jackson, Sprint and its counsel, and all interested persons of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

By: L. Douglas Jennings
Attorney Examiner

/vrm *wn*

Entered in the Journal

JAN 25 2002

A True Copy

Gary E. Vigorito
Secretary