Mr. Rogers,

During the settlement conference, the agreed-upon term was 'refund'. However, as you indicated, I did inadvertently acquiesce to the term credit. Therefore, I will accept the change from 'refund' to 'credit'. However, the terms of the proposed confidentiality agreement are not acceptable.

Mary C. Simballa [Quoted text hidden]

Rogers, Christopher < CRogers@beneschlaw.com> To: Mary S < mary.simballa@gmail.com>

Fri, Apr 28, 2023 at 2:25 PM

Ms. Simballa.

Attached is a revised version of the Settlement Agreement. The purpose of a written agreement is highlighted by our exchange below. A written agreement ensures that all parties are operating under the same terms, rather than, as demonstrated below, a difference in belief about what was or was not agreed to. Unfortunately, we have a difference of memory regarding what was discussed, necessitating a written agreement to ensure we both know what the correct terms are.

I have attempted to address your concerns regarding the settlement agreement in the attached document. Most of these terms are standard settlement terms. However, if you have a different wording you would prefer, please revise accordingly. I have revised the confidentiality provision so that you are operating under the same provisions as Ohio Edison.

Benesch

(he/him/his) Litigation Associate Admitted in Ohio and Washington.

Christopher Rogers

Practice temporarily authorized pending admission to the Kentucky Bar Association

Benesch Friedlander Coplan & Aronoff LLP

vCard Bio t: 216.363.6251 ; m: 207.240.5354

CRogers@beneschlaw.com | www.beneschlaw.com 200 Public Square, Suite 2300, Cleveland, OH 44114-2378

Confidentiality Notice to Incorrect Addressee: www.beneschlaw.com/confidentialitynotice

[Quoted text hidden]

© Confidential Settlement Agreement and Release - Simballa v. Ohio Edison,DOCX 42K

Rogers, Christopher < CRogers@beneschlaw.com> To: Mary S < mary.simballa@gmail.com>

Wed, Jul 12, 2023 at 12:58 PM

Ms. Simballa,

It is my understanding that the security deposit has been credited to your account. Unless I hear otherwise from you, we will deem this matter settled and I will move to dismiss this action under Ohio Adm. Code 4901-9-01(F). Please let me know by close of business tomorrow if you believe that this matter has not been resolved pursuant to the agreement.



Christopher Rogers (he/him/his)

ine/nim/nisj Litigation Associate

Admitted in Ohio and Washington.

Practice temporarily authorized pending admission to the Kentucky Bar Association

Benesch Friedlander Copian & Aronoff LLP

t: 216.363.6251 | m: 207.240.5354

CRogers@beneschlaw.com | www.beneschlaw.com

200 Public Square, Suite 2300, Cleveland, OH 44114-2378

Confidentiality Notice to Incorrect Addressee: www.beneschiaw.com/confidentialitynotice

Please note that effective August 1, 2023 our new address will be 127 Public Square, Suite 4900, Cleveland, OH 44114. Please update your records accordingly.

[Quoted text hidden]

vCard Bio

Rogers, Christopher < CRogers@beneschlaw.com>

To: Mary S <mary.simballa@gmail.com>, "Dan.Fullin@puco.ohio.gov" <Dan.Fullin@puco.ohio.gov>, "Fring, Kristen M" <kfling@firstenergycorp.com>

Mon, Aug 14, 2023 at 2:43 PM

Ms. Simballa,

I am in receipt of your opposition to Ohio Edison's OAC 4901-9-01(F) Motion to Dismiss.

As indicated in the emails below, Ohio Edison offered to credit the security deposit to your account in June 2023 "In exchange for dismissing your complaint." You accepted this offer.

Ohio Edison credited the security deposit to your account in your bill dated June 19, 2023, which is attached for your reference. Ohio Edison has honored its portion of the settlement. However, your refusal to dismiss your Complaint violates your obligations under the settlement.

Accordingly, you are hereby notified that you are in breach of the settlement between you and Ohio Edison. If you do not dismiss your Complaint, Ohio Edison will have choice but to take further action to enforce its rights.

Renesci

vCard Bio

Christopher Rogers (he/him/his) Litigation Associate Admitted in Ohio and Washington Practice temporarily authorized pending admission to the Kentucky Bar Association Benesch Friedlander Copian & Aronoff LLP

£ 216.363.6251 (m: 207.240.5354 CRogers@beneschlaw.com | www.beneschlaw.com

127 Public Square, Suite 4900, Cleveland, OH 44114

Confidentiality Notice to Incorrect Addressee: www.beneschlaw.com/confidentialitynotice

As of August 1, 2023 our new address is 127 Public Square, Suite 4900, Cleveland, OH 44114. Piease update your records accordingly.

From: Mary S <mary.simballa@gmail.com>

Sent: Monday, January 30, 2023 1.33 PM

To: Rogers, Christopher <CRogers@beneschlaw.com>; Dan Fullin@puco.ohio.gov; kfling@firstenergycorp.com

Subject: Re: Evid. R. 408 Communication

Hello Mr. Fullin and Mr. Rogers,

[Quoted text hidden] [Quoted text hidden]

SimballaRBill062923MSW.pdf 1808K

Rogers, Christopher < CRogers@beneschlaw.com> To: "mary.simbalia@simbalialaw.com" <mary.simbalia@simbalialaw.com> Mon, Aug 14, 2023 at 6:49 PM

Ms. Simballa.

Please see the below message that I sent to your Gmail account.



vCard Bio

Christopher Rogers (he/him/his) Litigation Associate Admitted in Ohio and Washington. Practice temporarily authorized pending admission to the Kentucky Bar Association Benesch Friedlander Coplan & Aronoff LLP

t: 216.363.6251 (m: 207.240.5354 CRogers@beneschlaw.com | www.beneschlaw.com 127 Public Square, Suite 4900, Cleveland, OH 44114

Confidentiality Notice to incorrect Addressee: www.beneschlaw.com/confidentialitynotice

As of August 1, 2023 our new address is 127 Public Square, Suite 4900, Cleveland, OH 44114. Please update your records accordingly.

From: Rogers, Christopher <CRogers@beneschlaw.com>

Sent: Monday, August 14, 2023 2:43 PM

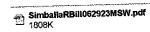
Sent. mioritiay, August 14, 2020 2.40 Fint

To: Mary S <mary.simbalta@gmail.com>; Dan.Fullin@puco.chio.gov; Fling, Kristen M <kfling@firstenergycorp.com>

Subject: RE: Evid. R. 408 Communication

Ms. Simballa.

[Quoted text hidden]



Mary S <mary.simballa@gmail.com>
To: "Rogers, Christopher" <CRogers@beneschlaw.com>, Dan.Fulfin@puco.ohio.gov

Tue, Aug 15, 2023 at 12:46 PM

demanding a confidentiality agreement that has exceeded the agreed upon terms. Therefore, the settlement agreement had been terminated by onto Edison's breadth. Together your previous email in which you decreed a 28 hour deadline to respond, I did not access that email until after the arbitrarily defined time had passed.

As a side note, the implied threat in your email is reflective of Ohio Edison's tactics in the past and an indication of why the company is so hard to deal with.

Mary C. Simballa

[Quoted text hidden]

postmaster@ohio.gov <postmaster@ohio.gov> To: mary.simballa@gmail.com Tue, Aug 15, 2023 at 12:46 PM



Your message to Dan.Fullin@puco.ohio.gov couldn't be delivered.

Dan.Fullin wasn't found at puco.ohio.gov.

mary.simballa

Office 365

Dan.Fullin

Action Required

Recipient

Unknown To address

How to Fix It

The address may be misspelled or may not exist. Try one or more of the following:

- Send the message again following these steps: In Outlook, open this non-delivery report (NDR) and choose Send Again from the Report ribbon. In Outlook on the web, select this NDR, then select the link "To send this message again, click here." Then delete and retype the entire recipient address. If prompted with an Auto-Complete List suggestion don't select it. After typing the complete address, click Send.
- Contact the recipient (by phone, for example) to check that the address exists and is correct.
- The recipient may have set up email forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.
- Clear the recipient Auto-Complete List in Outlook or Outlook on the web by following the steps in this article: Fix email delivery issues for error code 5.1.10 in Office 365, and then send the message again. Retype the entire recipient address before selecting Send.

If the problem continues, forward this message to your email admin. If you're an email admin, refer to the **More Info for Email Admins** section below.

Was this helpful? Send feedback to Microsoft.

More Info for Email Admins

Status code: 550 5.1.10

This error occurs because the sender sent a message to an email address hosted by Office 365 but the address is incorrect or doesn't exist at the destination domain. The error is reported by the recipient domain's email server, but most often it must be fixed by the person who sent the message. If the steps in the **How to Fix It** section above don't fix the problem, and you're the email admin for the recipient, try one or more of the following:

The email address exists and is correct - Confirm that the recipient address exists, is correct, and is accepting messages.

Synchronize your directories - If you have a hybrid environment and are using directory synchronization make sure the recipient's email address is synced correctly in

11/22/2023, 10:14 AM

Mr. Rogers,

I upheld my part of the settlement agreement when I paid the deposit in January as I agreed to during the conference. Ohio Edison breached the settlement agreement by

both Office 365 and in your on-premises directory.

Errant forwarding rule - Check for forwarding rules that aren't behaving as expected. Forwarding can be set up by an admin via mail flow rules or mailbox forwarding address settings, or by the recipient via the Inbox Rules feature.

Recipient has a valid license - Make sure the recipient has an Office 365 license assigned to them. The recipient's email admin can use the Office 365 admin center to assign a license (Users > Active Users > select the recipient > Assigned License > Edit).

Mail flow settings and MX records are not correct - Misconfigured mail flow or MX record settings can cause this error. Check your Office 365 mail flow settings to make sure your domain and any mail flow connectors are set up correctly. Also, work with your domain registrar to make sure the MX records for your domain are configured correctly.

For more information and additional tips to fix this issue, see Fix email delivery issues for error code 5.1.10 in Office 365.

Original Message Details

Created Date:

8/15/2023 4:46:00 PM

Sender Address:

mary.simballa@gmail.com

Recipient Address:

Dan.Fullin@puco.ohio.gov

Subject:

Re: FW: Evid. R. 408 Communication

Error Details

Error:

550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient

Dan.Fullin@puco.ohio.gov not found by SMTP address lookup

Message rejected by: PH0PR09MB8811.namprd09.prod.outlook.com

Notification Details

Sent by:

PH0PR09MB8811.namprd09.prod.outlook.com

Message Hops

HOP	TIME (UTC)	FROM	то	WITH	RELAY TIME
1	8/15/2023 4:46:39 PM		mail-ed1-f54.google.com	SMTP	39 sec
2	8/15/2023 4:46:39 PM	mail-ed1-f54.google.com	DM3GCC02FT034 mail protection outlook com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_ 256_GCM_SHA384)	*
3	8/15/2023 4:46:39 PM	DM3GCC02FT034.eop-gcc02.prod. protection.outlock.com	DM6PR09CA0002.outlook affice385.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	*
4	8/15/2023 4:46:39 PM	DMSPR09CA0002.namprd09.prod. outlook.com	PH0PR09MB8811.namprd09.prod. outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	*

Original Message Headers

Received: from DM6PR09CA0002.namprd09.prod.outlook.com (2603:10b6:5:160::15) by PHOPRO9MB8811.namprd89.prod.outlook.com (2603:10b6:510:65::13) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6678.26; Tue, 15 Aug 2023 16:46:39 +8000 Received: from DM3GCC02FT034.eop-gcc02.prod.protection.outlook.com (2a01:111:f400:7d04::209) by DM6PR09CA0002 outlook office365.com (2503:10b6:5:160::15) with Microsoft SMTP Server (version=TLS1_2 cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6699.14 via Frontend Transport; Tue, 15 Aug 2023 16:46:39 +0000 Authentication-Results: spf=pass (sender IP is 209.85.208.54) smtp.mailfrom=gmail.com; dkim=pass (signature was verified) header.d=gmail.com;dmarc=pass action=none header.from=gmail.com; Received-SPF: Pass (protection outlook cont: domain of gmail.com designates 209.85.208.54 as permitted sender) receiver=protection.outlook.com; client-ip=209.85.208.54; helo=mail-ed1-f54.google.com; pr=C Received: from mail-ed1-f64.google.com (209.85.208.54) by DM3GCC02FT034 mail.protection.outlook.com (10.97.8.200) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6699.15 via Frontend Transport; Tue, 15 Aug 2023 16:46:39 +0000 Received: by mail-ed1-f54 google com with SMTP id 4fb4d7f45d1cf-5257669d4fbso1000057a12.0 for «Dan Fullin@puco.chio.gov»; Tue, 15 Aug 2023 89:46:39 -0700 (PDT) DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=gmail com; s=20221208; t=1692117998; x=1692722798; h=to:subject:message-id:date:from:in-reply-to:references:mime-version :from:to:cc:subject:date:message-id:reply-to; bh=tNyjP4vmReiHRTGgMlJZOyNYbz5o/DuFTORwaldmGA5=; b=Wlp6pglMGx4Pf1tODTpaSndG9tjpJm2RMGjj3RfVDErGRLQGoBuPRjItR0PzcFi5Ci 4dvaXQ+bLse/vTVTQqwX/SREe089xWFX40fq/6K581qpMG808av0DL0zGeB2WgVwFc0D

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imail - Evid. R. 408 Communication
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                         4L2QW1K0FpWfuXAY1U33DvUv1+c0olE50hVUESXcE+AwesKNSS0VGw4jhkToXBiecXZn
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                        d=1e100.net; s=20221208; t=1692117998; x=1692722798;
                        h=to:subject:message-id:date:from:in-reply-to:references:mime-version
                        ::-gm-message-state:from:to:cc:subject:date:message-id:reply-to;
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                          KL5M157EzUIGAyvWbxlaLyqjGetXkVVAMY5vv9yZLZsQ6CA7+S1EG11eWQXyrARc9j3r
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             X-Google-Smtp-Source: AGHT+IFYhq+rxmpsOZQxg5fQoXYrXlcYFj6akDaViPGqLch8H6pG6GL7CE1Qa7tj3XoUUfsi37h4kn82Rkhwt6oxsFE=
X-Received: by 2002:a17:996:196:b9:99c:d95d:4aa with SMTP id
22-20020a170906019600bB099cd05d04aamr10120172ejb.16.1692117997772; Tue, 15
               Aug 2023 09:46:37 -0700 (PDT)
              MIME-Version: 1.0

References: <CAOTrzfEZifmdpecy0QpSkGKuW9oe0Vtd7e_x1Q_s7vW9ZLC73A@mail.gmail.com>
                <OMEPR12MB375696F63B7EDDE1F2526F90C6CC9@DM6PR12MB3756.namprd12.pred.outlook.com>
                <CAOTrzfH+OZ9_5PrUr6L6bYSbdc6XumRRr4qu+wvCOinBq+Z4GA@mail.gmail.com>
             CDM6PR12MB375622B8AB4F539BD63414DDC617A@DM6PR12MB3756.namprd12.prod.outlook.com>
cDM6PR12MB3756BEAFC12C3A84AB93C45AC617A@DM6PR12MB3756.namprd12.prod.outlook.com>
In-Reply-To: <DM6PR12MB3756BEAFC12C3A84AB93C45AC617A@DM6PR12MB3756.namprd12.prod.outlook.com>
              From: Mary S cmary simbalia@gmail.com>
Date: Tue, 15 Aug 2023 12:46:00 -0400
Message-ID: <CAOTiziH_siVqNZ7ELL+1hUztBAzviD++yBozX9x1FSgGrepe8g@mail.gmail.com>
```

Subject: Re: FW: Evid. R. 408 Communication
To: "Rogers, Christopher" <CRogers@beneschlaw.com>, Dan.Fullin@puca.ohio.gov

Return-Path: mary simballa@gmail.com

X-EOPAttributedMessage: 0

X-EOPTenantAttributedMessage: 50f8fcc4-94d8-4f07-84eb-36ed57c7c8a2:0

X-MS-PublicTrafficType: Email

X-MS-TrafficTypeDiagnostic: DM3GCC02FT034:EE_IPH0PR09MB8811:EE_

X-MS-Office365-Filtering-Correlation-Id: 6d7dc1d4-8fbd-4297-52e9-08db9daf3289

Final-Recipient; rfc822;Dan.Fullin@puco.ohio.gov

Action: failed Status: 5.1.10

Diagnostic-Code: smtp;550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient Dan.Fullin@puco.chio.gov not found by SMTP address lookup

 Forwarded message From: Mary S <mary.simballa@gmail.com> To: "Rogers, Christopher" < CRogers@beneschlaw.com>, Dan.Fullin@puco.ohio.gov Bcc: Date: Tue, 15 Aug 2023 12:46:00 -0400 Subject: Re: FW: Evid. R. 408 Communication Mr. Rogers.

I upheld my part of the settlement agreement when I paid the deposit in January as I agreed to during the conference. Ohio Edison breached the settlement agreement by demanding a confidentiality agreement that far exceeded the agreed upon terms. Therefore, the settlement agreement had been terminated by Ohio Edison's breach. Regarding your previous email in which you decreed a 28 hour deadline to respond, I did not access that email until after the arbitrarily defined time had passed.

As a side note, the implied threat in your email is reflective of Ohio Edison's tactics in the past and an indication of why the company is so hard to deal with.

Mary C. Simballa

On Mon, Aug 14, 2023 at 6:50 PM Rogers, Christopher < CRogers@beneschlaw.com> wrote:

Ms. Simballa,

Please see the below message that I sent to your Gmail account

Renesch

vCard Bio

Christopher Rogers (he/him/his) Litigation Associate Admitted in Ohio and Washington. Practice temporarily authorized pending admission to the Kentucky Bar Association Benesch Friedlander Copian & Aronoff LLP

t: 216.363.6251 i m: 207.240.5354 CRogers@beneschlaw.com | www.beneschlaw.com 127 Public Square, Suite 4900, Cleveland, OH 44114

Confidentiality Notice to Incorrect Addressee: www.beneschiaw.com/confidentialitynotice

As of August 1, 2023 our new address is 127 Public Square, Suite 4900, Cleveland, OH 44114. Please update your records accordingly.

From: Rogers, Christopher <CRogers@beneschlaw.com>

Sent: Monday, August 14, 2023 2:43 PM

To: Mary S <mary.simballa@gmail.com>; Dan Fullin@puco.ohio.gov; Fling, Kristen M <kfling@firstenergycorp.com>

Subject: RE: Evid. R. 408 Communication

Ms Simballa.

I am in receipt of your opposition to Ohio Edison's OAC 4901-9-01(F) Motion to Dismiss.

As indicated in the emails below, Ohio Edison offered to credit the security deposit to your account in June 2023 "in exchange for dismissing your complaint." You accepted this

Ohio Edison credited the security deposit to your account in your bill dated June 19, 2023, which is attached for your reference. Ohio Edison has honored its portion of the settlement. However, your refusal to dismiss your Complaint violates your obligations under the settlement.

Accordingly, you are hereby notified that you are in breach of the settlement between you and Ohio Edison. If you do not dismiss your Complaint, Ohio Edison will have choice but to take further action to enforce its rights.

Christopher Rogers

(he/him/his)

Litigation Associate Admitted in Ohio and Washington. Practice temporarily authorized pending admission to the Kentucky Bar Association

Benesch

Benesch Friedlander Coplan & Aronoff LLP

vCard Bio

t; 216.363.6251 m; 207.240.5354

CRogers@beneschlaw.com www.beneschlaw.com

127 Public Square, Suite 4900, Cleveland, OH 44114

Confidentiality Notice to Incorrect Addressee: www.beneschlaw.com/confidentialitynotice

As of August 1, 2023 our new address is 127 Public Square, Suite 4900, Cleveland, OH 44114. Please update your records accordingly.

From: Mary S <mary.simballa@gmail.com> Sent: Monday, January 30, 2023 1:33 PM To: Rogers, Christopher <CRogers@beneschiaw.com>; Dan Fullin@puco.ohio.gov; kfling@firstenergycorp.com Subject: Re: Evid. R. 408 Communication

Hello Mr. Fullin and Mr. Rogers,

Lagree to the settlement offer proposed by Ohio Edison and Mr. Rogers during our phone conference last week. I have attached the files of the pictures of the money order for the security deposit and the envelope with the round stamp by the post office. The payment was mailed today. As per the agreement, the security deposit will be refunded in June 2023. Thank you, Mr. Fullin, for facilitating the settlement discussion.

Mary C. Simballa

On Fri, Jan 27, 2023 at 10:26 AM Rogers, Christopher < CRogers@beneschiaw.com> wrote:

Ms. Simballa,

Ohio Edison is willing for forego requiring you to enroll in autopay. Please let me know if you will accept Ohio Edison's offer to credit the security deposit to your account in May/June 2023 if you pay the security deposit and continue paying in full and on time until then, in exchange for dismissing your complaint.

Please note, that this is a one-time waiver, and Ohio Edison reserves the right to reassess the security deposit if you begin making late or partial payments again.

Christopher Rogers

(he/him/his)

Litigation Associate

Benesch

vCard Blo

Benesch Friedlander Coplan & Aronoff LLP

t: 216.363.6251 m: 207.240.5354

CRogers@beneschlaw.com | www.beneschlaw.com

200 Public Square, Suite 2300, Cleveland, OH 44114-2378

Confidentiality Notice to Incorrect Addressee: www.beneschlaw.com/confidentialitynotice

From: Mary S <mary simballa@gmail.com>
Sent: Wednesday, January 25, 2023 1:20 AM
To: Dan.Fullin@puco.ohio.gov; Rogers, Christopher <CRogers@beneschlaw.com>; Klling@firstenergycorp.com

Subject: Documents in support of complaint filed by Mary C. Simballa, hearing 1/25/2023 at 1 pm

Hello Mr. Fullin,

It was a pleasure speaking with you on Tuesday. I appreciate you considering my safety in traveling to Columbus with the pending foul weather and for offering to conduct the hearing via conference call. As per our discussion, I have attached the files of the supporting documentation for the dispute with Ohio Edison and First Energy Corp. I have also included Christopher Rogers and Kathy Fling in the email since Mr. Rogers is the counsel of record for Ohio Edison Company and Ms. Fling is the counsel of record for First Energy Corp and representing Ohio Edison Company

Again, I appreciate your concern for my safety and am looking forward to speaking with you at 1:00 pm on January 25.

Mary C. Simballa

Mary \$ <mary.simballa@gmail.com> To: Dan.Fullin@puco.ohio.gov

Tue, Aug 15, 2023 at 12:49 PM

-- Forwarded message --From: Mary S <mary.simballa@gmail.com> Date: Tue, Aug 15, 2023 at 12:46 PM Subject: Re: FW: Evid, R. 408 Communication To: Rogers, Christopher < CRogers@beneschlay.com>, < Dan.Fullin@puco.ohio.gov>

[Quoted text hidden]

postmaster@ohio.gov <postmaster@ohio.gov> To: mary.simballa@gmail.com

Tue, Aug 15, 2023 at 12:50 PM

(I Office 365

Your message to Dan.Fullin@puco.ohio.gov couldn't be delivered.

Dan.Fullin wasn't found at puco.ohio.gov.

mary.simballa Action Required Office 365

Dan.Fullin Recipient

Unknown To address

How to Fix It

The address may be misspelled or may not exist. Try one or more of the following:

- Send the message again following these steps: In Outlook, open this non-delivery report (NDR) and choose Send Again from the Report ribbon. In Outlook on the web, select this NDR, then select the link "To send this message again, click here." Then delete and retype the entire recipient address. If prompted with an Auto-Complete List suggestion don't select it. After typing the complete address, click Send.
- Contact the recipient (by phone, for example) to check that the address exists and is correct.
- The recipient may have set up email forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.
- Clear the recipient Auto-Complete List in Outlook or Outlook on the web by following the steps in this article: Fix email delivery issues for error code 5.1.10 in Office 365, and then send the message again. Retype the entire recipient address before selecting Send.

If the problem continues, forward this message to your email admin. If you're an email admin, refer to the **More Info for Email Admins** section below.

Was this helpful? Send feedback to Microsoft.

More Info for Email Admins

Status code: 550 5.1.10

This error occurs because the sender sent a message to an email address hosted by Office 365 but the address is incorrect or doesn't exist at the destination domain. The error is reported by the recipient domain's email server, but most often it must be fixed by the person who sent the message. If the steps in the **How to Fix It** section above don't fix the problem, and you're the email admin for the recipient, try one or more of the following:

The email address exists and is correct - Confirm that the recipient address exists, is correct, and is accepting messages.

Synchronize your directories - If you have a hybrid environment and are using directory synchronization make sure the recipient's email address is synced correctly in both Office 365 and in your on-premises directory.

Errant forwarding rule - Check for forwarding rules that aren't behaving as expected. Forwarding can be set up by an admin via mail flow rules or mailbox forwarding address settings, or by the recipient via the Inbox Rules feature.

Recipient has a valid license - Make sure the recipient has an Office 365 license assigned to them. The recipient's email admin can use the Office 365 admin center to assign a license (Users > Active Users > select the recipient > Assigned License > Edit).

Mail flow settings and MX records are not correct - Misconfigured mail flow or MX record settings can cause this error. Check your Office 365 mail flow settings to make sure your domain and any mail flow connectors are set up correctly. Also, work with your domain registrar to make sure the MX records for your domain are configured correctly.

For more information and additional tips to fix this issue, see Fix email delivery issues for error code 5.1.10 in Office 365.

Original Message Details

Created Date: 8/15/2023 4:49:24 PM
Sender Address: mary.simballa@gmail.com

Recipient Address: Dan.Fullin@puco.ohio.gov

Subject: Fwd: FW: Evid. R. 408 Communication

Error Details

Error: 550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient

Dan.Fullin@puco.ohio.gov not found by SMTP address lookup

Message rejected by: PH0PR09MB11693.namprd09.prod.outlook.com

Notification Details

Sent by:		by:	PH0PR09MB11693.namprt09.prod.outlook.com					
Message Hops								
	HOP	TIME (UTC)	FROM	ТО	WITH	RELAY TIME		
	1	8/15/2023 4:50:03 PM		mail-ed1-f49.google.com	SMTP	39 sec		
	2	8/15/2023 4:50:03 PM	mail-ed1-f49.google.com	DM3GCC02FT023.mail.protection. outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_ 256_GCM_SHA384)	*		
	3	8/15/2023 4:50:03 PM	DM3GCC02FT023.eop-gcc02.prod. protection.outlook.com	CYXPR09CA0009.cuttook office365.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_ 256_GCM_SHA384)	*		
	4	8/15/2023 4:50:03 PM	CYXPR09CA0009.namprd09.prod. outlook.com	PH0PR09MB11693.namprd09.prod. outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_ 256_GCM_SHA384)	*		

```
Original Message Headers
Received: from CYXPROSCA0009 namprd09 prodioutlook.com (2603:10b6:930:d4::14)
 by PHOPRO9MB11693.namprd09.prod.outlook.com (2603:10b6:510:2a8::7) with
 witchesoft SMTP Server (version=TLSI_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6678.26; Tue, 15 Aug
Received: from DM3GCC02FT023.eop-gcc02.prod.protection.outlock.com
 (2a91:111:f400:7d04::202) by CYXPRO9CA0009.outlook.office365.com
(2603:10b6:930:d4::14) with Microsoft SMTP Server (version=TLS1 2
 cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.6652.33 via Frontend
 Transport; Tue, 15 Aug 2023 16:50:03 +0000
Authentication-Results: spf≕pass (sender IP is 209.85.208.49)
 smtp.mailfrom=gma#.com; dkim=pass (signature was verified)
 header.d=gmail.com;dmarc=pass action=none header.from=gmail.com;
Received-SPF: Pass (protection outlook.com: domain of gmail.com designates
 209.85.208.49 as permitted sender) receiver-protection outlook com;
 client-ip=209.85.208.49; helo=mail-ed1-f49.google.com; pr=C
Received: from mail-ed1-f49.gcogle.com (209.85.208.49) by DM3GCC02FT023.mail.protection.outlook.com (10.97.8.173) with Microsoft SMTP
 Server (version=TLS1_2, cipher=TLS_ECOHE_RSA_WITH_AES_256_6CM_SHA84) id
15.20.6699.15 via Frontend Transport; Tue, 15 Aug 2023 16:50:03 +0000
Received: by mail-ed1-f49 google.com with SMTP id 4fb4d7f45d1cf-51e28cac164so13764718a12.1
for CDan.Fullin@puccohio.gov>; Tue, 15 Aug 2023 09:50:03 -0700 (PDT)
DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;
d=gmail.com; s=20221208; t=1692118202; x=1692723002;
          h=to:subject:message-id:date:from:in-reply-to:references:mime-version
          :from:to:ccisubject:date:message_id:reply-to;
bh=nPkokTSeWBcZftbQwJc2/8e7pmmGcqKQLYTl1ud09Z0=;
b=pHQQGpZz+R2kY7AvYJPSoO5+EWkIngq/ADg4qX4l2NtOsd+LSevDahDex71uymNe2/
W6l15Uc4+FVkx56eW2vHZ5546VFYfvodJSwgGGWclhkoZwUixyGkNpnJ4GgFQZqh3NEjw
/r3gWJQIDTb3bkQ1AjHAIXu8kIxrxRYXjswIx9E735ymqoQLfqXuXZrgi74elmEBNqFS
            uHcuqovYKvreP4Q09+2NZ4qG4lJzdKNIy2wbIgaXehbht4g3LFh9JFxt4IG7t.2N1zD02
           5BJH/NHH7pP5VT8MMyCvK2jT7tZm8WxbnQYB82WJPjfXJUilMyQBCUR63wU95rpwGWw
5oeg==
X-Google-DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;
          d=1e100.net; s=20221208; t=1692118202; x=1692723002;
          h=to:subject:message-id:date:from:in-reply-to:references:mime-version:x-gm-message-state:from:to:cc:subject:date:message-id:reply-to;
          bh=nPkokTSeW8czFtbQwJc2/Be7pmeGcqKQLYTl1ud09Z0=;
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SgODBSgCFhHeyUghz7QsfCiPBtf+QmuDlgZtlmFUVQ1j8t21ZFYiXhp1MxnNA5VdC0WM
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            nbJ8dAIs00XrMpUcl8QJ+lfcGFbu0RR7AjLpGHCLVuPy9NJzklpaVnan4UBuzZPesR3t
           DyXRV@ay3skKFPLGf9Yc3HMW40a2QqyTunIijT5ME3aa1QEYEgcn1E1AFK9mK5S1pYBC
X-Gm-Message-State: A0Ju0Yx76yF10jaXUy3QGnr1Xa54LV604R3vojaYXQyGYSIa/QX37o19
          yGgMh11IXp8Wtw4dvKUx89NtP+a9WN8uLoTjU81HBy93
X-Google-Smtp-Source: AGHT+IFgMbakRwy/TSjYL99Wsyo9W6ciSauK+d+7X4fxeMioZulRAjolFr7mEEE0Zz573RklX7SL/IPYRolw87MC73U=
X-Received: by 2002:a17:907:9492:b0:99b:cadd:c2ee with SMTP id
 dm18-20020a170907949200b0099bcaddc2eemr3093234ejc.29.1692118201609; Tue, 15
 Aug 2023 09:50:01 -0700 (PDT)
MIME-Version: 1.0
References: <CAOTrzfEZifmdpecyOQpSkGKuW9oe0Vtd7e_x1Q_s7vW9ZLC73A@mail.gmail.com> 
<DM6PR12MB375696F63B7EDDE1F2526F90C6CC9@DM6PR12MB3756.namprd12.prod.outlook.com>
 <CAOTrzfH+QZ9_5PrUr6L6bYSbdc6XumRRr4qu+wvCOinBq+Z4GA@mail.gmail.com>
  «DM6PR12MB375622B8AB4F539BD63414DDC617A@DM6PR12MB3756.namprd12.prod.outlook.com»
  <DM6PR12MB3756BEAFC12C3A84AB93C4SAC617A@DM6PR12MB3756.namprd12.prod.outlook.com>
<CAOTizIH_srvqNZ7ELL+1hUzlBAzviD++yBozX9x1FSgGrepe8g@mail.gmail.com>
In-Reply-To: <CAOTizIH_srVqNZ7ELL+1hUzlBAzviD++yBozX9x1FSgGrepe8g@mail.gmail.com>
From: Mary S <mary.simballa@gmail.com>
Date: Tue, 15 Aug 2023 12:49:24 -0480
Message-ID: <CAOTrzfG=ViExb9MPGuNFp1xVnF4Notx6YefrkFgrZiU-9uM_Ag@mail.gmail.com>
Subject: Fwd: FW: Evid. R. 408 Communication
To: Dan Fullin@puco.ohio.gov
Content-Type: multipart/related; boundary="0000000000005373780602f8f80d"
Return-Path: mary.simballa@gmail.com
X-EOPAttributedMessage: 0
X-EOPTenantAttributedMessage: 50f8fcc4-94d8-4f07-84eb-36ed57c7c8a2:0
X-MS-PublicTrafficType: Email
X-MS-TrafficTypeDiagnostic: DM3GCC02FT023:EE_{PH0PR09MB11693:EE_
```

X-MS-Office365-Filtering-Correlation-Id: 71ec429c-773b-46aa-332d-08db9dafac12

Final-Recipient: rfo822; Dan Fullin@puco.ohio.gov

Action: failed Status: 5.1.10

Diagnostic-Code: smtp;550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient Dan.Fullin@puco.ohio.gov not found by SMTP address lookup

- Forwarded message From: Mary S <mary.simballa@gmail.com> To: Dan Fullin@puco.ohio.gov Cc: Date: Tue, 15 Aug 2023 12:49:24 -0400

- Forwarded message --From: Mary S <mary.simballa@gmsit.com> Date: Tue, Aug 15, 2023 at 12:46 PM Subject: Re: FW: Evid. R. 408 Communication

Subject: Fwd: FW: Evid. R. 408 Communication

To: Rogers, Christopher <CRogers@beneschlaw.com>, <Dan.Fullin@puco.chio.gov>

Mr. Rogers,

I upheld my part of the settlement agreement when I paid the deposit in January as I agreed to during the conference. Ohio Edison breached the settlement agreement by demanding a confidentiality agreement that far exceeded the agreed upon terms. Therefore, the settlement agreement had been terminated by Ohio Edison's breach. Regarding your previous email in which you decreed a 28 hour deadline to respond, I did not access that email until after the arbitrarily defined time had passed.

As a side note, the implied threat in your email is reflective of Ohio Edison's tactics in the past and an indication of why the company is so hard to deal with.

Mary C. Simballa

On Mon, Aug 14, 2023 at 6:50 PM Rogers, Christopher < CRogers@beneschlaw.com> wrote:

Ms. Simbalta

Please see the below message that I sent to your Gmail account.

Benesch

vCard Bio

Christopher Rogers (he/him/his) Litigation Associate

Admitted in Ohio and Washington.

Practice temporarily authorized pending admission to the Kentucky Bar Association Benesch Friedlander Copian & Aronoff LLP

t: 216.363,6251 | m: 207.240,5354

CRogers@beneschlaw.com | www.beneschlaw.com

127 Public Square, Suite 4900, Cleveland, OH 44114

Confidentiality Notice to Incorrect Addressee: www.beneschlaw.com/confidentialitynotice

As of August 1, 2023 our new address is 127 Public Square, Suite 4900, Cleveland, OH 44114. Please update your records accordingly.

From: Rogers, Christopher <CRogers@beneschlaw.com>

Sent: Monday, August 14, 2023 2:43 PM

To: Mary S <mary simballa@gmail com>; Dan.Fullin@puco.ohio gov; Fling, Kristen M <kfling@firstenergycorp.com> Subject: RE: Evid. R. 408 Communication

Ms. Simballa.

I am in receipt of your opposition to Ohio Edison's OAC 4901-9-01(F) Motion to Dismiss.

As indicated in the emails below, Ohio Edison offered to credit the security deposit to your account in June 2023 "in exchange for dismissing your complaint." You accepted this offer.

Ohio Edison credited the security deposit to your account in your bill dated June 19, 2023, which is attached for your reference. Ohio Edison has honored its portion of the settlement. However, your refusal to dismiss your Complaint violates your obligations under the settlement.

Accordingly, you are hereby notified that you are in breach of the settlement between you and Ohio Edison. If you do not dismiss your Complaint, Ohio Edison will have choice but to take further action to enforce its rights

Christopher Rogers

(he/him/his)

Litigation Associate Admitted in Ohio and Washington.

Practice temporarily authorized pending admission to the Kentucky Bar Association

Benesch

Benesch Friedlander Coplan & Aronoff LLP

vCard Bio

t; 216.363.6251 m; 207.240.5354

CRogers@beneschlaw.com/www.beneschlaw.com

127 Public Square, Suite 4900, Cleveland, OH 44114

Confidentiality Notice to Incorrect Addressee: www.beneschlaw.com/confidentialitynotice

As of August 1, 2023 our new address is 127 Public Square, Suite 4900, Cleveland, OH 44114. Please update your records accordingly.

From: Mary S <mary simballa@gmail.com>
Sent: Monday, January 30, 2023 1:33 PM
To: Rogers, Christopher <CRogers@beneschlaw.com>; Dan.Fullin@puco.ohio.gov; kfling@firstenergycorp.com

Subject: Re: Evid. R. 408 Communication

Hello Mr. Fullin and Mr. Rogers,

I agree to the settlement offer proposed by Ohio Edison and Mr. Rogers during our phone conference last week. I have attached the files of the pictures of the money order for the security deposit and the envelope with the round stamp by the post office. The payment was mailed today. As per the agreement, the security deposit will be refunded in June 2023. Thank you, Mr. Fullin, for facilitating the settlement discussion.

Mary C. Simballa

On Fri, Jan 27, 2023 at 10:26 AM Rogers, Christopher < CRogers@beneschiaw.com> wrote:

Ms. Simballa,

Ohio Edison is willing for forego requiring you to enroll in autopay. Please let me know if you will accept Ohio Edison's offer to credit the security deposit to your account in May/June 2023 if you pay the security deposit and continue paying in full and on time until then, in exchange for dismissing your complaint.

Please note, that this is a one-time waiver, and Ohio Edison reserves the right to reassess the security deposit if you begin making late or partial payments again.

Christopher Rogers

(he/him/his)

1 itigation Associate

Benesch

Benesch Friedlander Coplan & Aronoff LLP

vCard Bio

t: 216.363.6251 m: 207.240.5354

CRogers@beneschlaw.com | www.beneschlaw.com

200 Public Square, Suite 2300, Cleveland, OH 44114-2378

Confidentiality Notice to Incorrect Addressee: www.beneschlaw.com/confidentialitynotice

From: Mary S <mary.simballa@gmail.com>

Sent: Wednesday, January 25, 2023 1:20 AM

To: Dan.Fullin@puco.chio.gov; Rogers, Christopher <CRogers@beneschlaw.com>; kfling@firstenergycom.com

Subject: Documents in support of complaint filed by Mary C. Simballa, hearing 1/25/2023 at 1 pm

Helfo Mr. Fullin,

It was a pleasure speaking with you on Tuesday. I appreciate you considering my safety in traveling to Columbus with the pending foul weather and for offering to conduct the hearing via conference call. As per our discussion, I have attached the files of the supporting documentation for the dispute with Ohio Edison and First Energy Corp. I have also included Christopher Rogers and Kathy Fling in the email since Mr. Rogers is the counsel of record for Ohio Edison Company and Ms. Fling is the counsel of record for First Energy Corp and representing Ohio Edison Company.

Again, I appreciate your concern for my safety and am looking forward to speaking with you at 1:00 pm on January 25.

Mary C. Simballa