

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

John F. Potts,)	
)	
Complainant,)	
)	
v.)	Case No. 09-235-TP-CSS
)	
AT&T Ohio,)	
)	
)	
)	
Respondent.)	

ANSWER OF AT&T OHIO

AT&T Ohio, for its Answer to the Complaint filed against it, states as follows:

1. AT&T Ohio admits that the Complainant, Mr. Potts is an AT&T Ohio business customer located at 405 Madison Avenue, Suite 1010, Toledo, OH 43604, with account number 419-255-2800-448.

2. AT&T Ohio admits that Mr. Potts' January 25, 2009 billing statement included \$2,128.51 in billing adjustments for the months of August 2008 through December 2008.

3. AT&T Ohio admits that Mr. Potts' February 25, 2009 billing statement included \$5,617.45 in additional billing adjustments for the months of February 2008 through July 2008.
4. AT&T Ohio admits that Mr. Potts' service charges for the months of February through December 2008 had been applied to another customer's credit card without Mr. Potts' consent.
5. AT&T Ohio avers that Mr. Potts is obligated to repay the total amount indicated in the billing adjustments in the amount of \$7,745.96.
6. AT&T Ohio is without sufficient information to form a belief as to the truth of the allegation made as to what AT&T Ohio's service representative explained to Mr. Potts.
7. AT&T Ohio states that it has breached no legal duty owing Complainant and that its service and practices at all relevant times have been in full accordance with all applicable provisions of law and accepted standards within the telephone industry.
8. AT&T Ohio states that Complainant fails to state reasonable grounds for proceeding to hearing as required by the provisions of Ohio Revised Code Section 4905.26.

WHEREFORE, having fully answered, Respondent AT&T Ohio respectfully
prays that this Complaint be dismissed.

Respectfully submitted,

AT&T OHIO

By: /s/ Mary Ryan Fenlon
Mary Ryan Fenlon
AT&T
150 E. Gay St., Room 4-A
Columbus, Ohio 43215

(614) 223-3302

Its Attorney

CERTIFICATE OF SERVICE

I hereby certify that a copy of this Answer has been served upon Mr. Potts via U.S. Mail postage paid on this day April 15, 2009.

/s/ Mary Ryan Fenlon

Mary Ryan Fenlon

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

4/15/2009 2:10:06 PM

in

Case No(s). 09-0235-TP-CSS

Summary: Answer to John F. Potts' complaint against AT&T Ohio electronically filed by Ms. Mary K. Fenlon on behalf of AT&T Ohio