

FILE



The Public Utilities Commission of Ohio

Ted Strickland, Governor
Alan R. Schriber, Chairman

*Monitoring marketplaces and enforcing rules to assure safe,
adequate, and reliable utility services.*

Commissioners

Ronda Hartman Fergus
Valerie A. Lemmie
Paul A. Centolella
Cheryl Roberto

April 20, 2009

Bertha C. Tannes
3772 Cottage Grove Road
Akron, Ohio 44319-3712

Case No: 09-343-TP-CSS

Dear Ms. Tannes:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against AT&T. Your formal complaint has been assigned the above case number. We have sent a copy of your complaint to the utility company. The utility has been given 20 days to file its answer in response to your complaint and will send a copy of that answer to you as well.

The Commission will issue an entry that explains the next step in your case. A copy of the entry will be sent to you.

Enclosed is a brochure to assist you in understanding the process associated with formal complaints filed with the Public Utilities Commission of Ohio.

Sincerely,

A handwritten signature in dark ink, appearing to read "Renee J. Jenkins".

Renee J. Jenkins, Secretary
Betty McCauley, Acting Secretary
Marinuth Wright, Acting Secretary

Enclosure
RJJ/pwk

This is to certify that the images appearing are an
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