

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

Bertha C. Tanner,)	
)	Case No. 09-343-TP-CSS
Complainant,)	
)	
v.)	
)	
AT&T Ohio,)	
)	
Respondent.)	

ANSWER OF AT&T OHIO

Now comes AT&T Ohio, Respondent herein and for its Answer to the Complaint states as follows:

1. Complainant is a current residential customer with AT&T Ohio.
2. AT&T Ohio admits that Complainant asked AT&T Ohio to change her billing date to the beginning of the month.
3. AT&T Ohio avers that it advised the Complainant that her “anticipated receipt date” would change starting with her 3-28-09 billing statement.
4. Complainant explained to AT&T Ohio counsel that she did not understand why her April 2009 bill was so high, and therefore filed this complaint.
5. AT&T Ohio avers that it addressed Complainant’s concerns regarding long distance charges by disconnecting her long distance at her request and will set up a payment arrangement for her.

6. It is AT&T Ohio's understanding that Complainant will be dismissing her complaint.
7. AT&T Ohio denies for lack of knowledge the allegations regarding Representative Sutton's involvement with the Complainant's concerns related to this complaint.
8. AT&T Ohio 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.
9. The Complaint fails to state reasonable grounds for proceeding to hearing as required by §4905.26, Revised Code.
10. AT&T Ohio denies any other allegation of Complainant not expressly admitted.

Wherefore, having fully answered, Respondent requests that the Complaint be dismissed.

Respectfully submitted,

AT&T Ohio

By: /s/ Mary Ryan Fenlon

Mary Ryan Fenlon
Trial Attorney
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CERTIFICATE OF SERVICE

I hereby certify that the foregoing Answer was filed on May 11, 2009, by e-filing and first class postage prepaid to the following:

Bertha C. Tanner
3772 Cottage Grove Rd.
Akron, OH 44319-3712

/s/ Mary Ryan Fenlon
Mary Ryan Fenlon

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Case No(s). 09-0343-TP-CSS

Summary: Answer to Complaint of Bertha Tanner electronically filed by Ms. Mary K. Fenlon on behalf of AT&T Ohio