

THE PUBLIC UTILITIES COMMISSION OF OHIO

Respondent.

Case No. 09-571-TP-CSS

### The Commission finds:

- (1) On July 7, 2009, Timothy S. Turnbull (Mr. Turnbull) and Teri L. Turnbull (collectively, the Turnbolls) filed a complaint against Verizon North Inc. (Verizon) alleging "consistently broken wires, static, no dial tone." The Turnbolls added that they have contacted Verizon many times to permanently remedy the problem.
- (2) Verizon answered the complaint on July 27, 2009, by admitting that it provided service to the Turnbolls and that the Turnbolls had placed more than one service call to Verizon. Verizon denied the allegation of consistently broken wires, static, and no dial tone and asserted that no facility can be completely immune to occasional disruptions.
- (3) By entry issued August 21, 2009, the attorney examiner scheduled a prehearing conference for September 16, 2009.
- (4) During the week of August 31, 2009, Mr. Turnbull informed the attorney examiner by telephone that he did not want to attend the September 16, 2009, prehearing conference and would, in writing, withdraw the complaint. Therefore, by entry issued September 3, 2009, the prehearing conference was cancelled.
- (5) On September 10, 2009, the Turnbolls filed a letter stating that they had changed telephone service providers and do not wish to invest any more time pursuing the complaint at this time. The Turnbolls request dismissal of the complaint without

prejudice, because their new service provider will be using Verizon's line, and the Turnbolls intend to inform the Commission of any future problems with service over that line.

- (6) The Commission finds that the Turnbolls' request to dismiss the complaint, without prejudice, is reasonable and should be granted.

It is, therefore,

ORDERED, That the request to dismiss the complaint, without prejudice, is granted.  
It is, further,

ORDERED, That Case No. 09-571-TP-CSS be dismissed without prejudice.

ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO



Alan R. Schriber, Chairman



Paul A. Centolella

Ronda Hartman Fergus



Cheryl L. Roberto

Valerie A. Lemmie

JML:ct

Entered in the Journal

SEP 23 2009



René J. Jenkins  
Secretary