

March 13, 2013

Mr. Robert T. Hayden
PO Box 95
Loveland, Ohio 45140

Case No: 13-638-TP-CSS

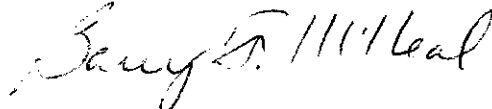
Dear Mr. Hayden:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Cincinnati Bell Wireless, subsidiary of Cincinnati Bell. 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 yours,



Secretary of the Commission
Barcy F. McNeal, Secretary
Betty McCauley, Acting Secretary
Tanowa M. Troupe, Acting Secretary

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