

THE PUBLIC UTILITIES COMMISSION OF OHIO

**IN THE MATTER OF THE COMPLAINT OF
KENNETH B. LOGAN,**

COMPLAINANT,

v.

CASE NO. 17-1947-TP-CSS

TWC/SPECTRUM,

RESPONDENT.

ENTRY

Entered in the Journal on November 30, 2017

{¶ 1} Pursuant to R.C. 4927.21, the Commission has authority to consider written complaints filed against a telephone company by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the telephone company that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.

{¶ 2} On September 6, 2017, Kenneth B. Logan (Mr. Logan or Complainant) filed a complaint against TWC/Spectrum (Spectrum). In the complaint, Mr. Logan indicates that Spectrum is attempting to collect from Complainant a debt that he claims he never legally incurred, for a service that, according to Complainant, Spectrum never provided to him.

{¶ 3} By Entry issued September 13, 2017, the attorney examiner found that Complainant would need to provide additional information before this case could proceed under R.C. 4927.21. The Entry directed Complainant to, by November 12, 2017, amend his complaint in such a way as to clearly identify: (a) the person or entity complained against; and (b) the alleged action(s), service charge(s), or any other matters being complained about. Additionally, the Entry deferred Spectrum's obligation to file an answer in this case until a subsequent Entry was issued, directing it to do so.

{¶ 4} In an apparent effort to amend the complaint as directed, Complainant submitted additional information, via fax, to the attorney examiner. The attorney examiner

has docketed, on two separate dates, all of the additional information provided to him by Complainant. The complaint shall now be deemed by the Commission to include, in addition the original filing made on September 6, 2017, all of the additional information docketed in this case on both November 7, 2017 and on November 29, 2017.

{¶ 5} Spectrum is now directed to file its answer to the complaint as amended to include, in addition the original filing made on September 6, 2017, all of the additional information docketed in this case on both November 7, 2017 and on November 29, 2017. In addition to its answer, Spectrum may file any motion or other responsive pleading that Spectrum believes to be appropriate. In order to be considered timely, the answer should be filed with the Commission, and served upon Complainant, within 20 days of the date of this Entry.

{¶ 6} It is, therefore,

{¶ 7} ORDERED, That Spectrum shall file with the Commission, and serve upon Complainant, its answer and any other motion or other responsive pleading that it believes to be appropriate, in accordance with the directives of Paragraph 5. It is, further,

{¶ 8} ORDERED, That a copy of this Entry be served upon all parties and interested persons of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

s/Daniel Fullin

By: Daniel E. Fullin
Attorney Examiner

JRJ/sc

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in

Case No(s). 17-1947-TP-CSS

Summary: Attorney Examiner Entry directing that Spectrum shall file with the Commission, and serve upon Complainant, its answer and any other motion or other responsive pleading that it believes to be appropriate in accordance with the directives of Paragraph 5. - electronically filed by Sandra Coffey on behalf of Daniel Fullin, Attorney Examiner, Public Utilities Commission of Ohio