BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of)
Kenneth B. Logan,)
Complainant,) Case No. 17-1947-TP-CSS
v.)
Time Warner Cable Information Services)
(Ohio), LLC d/b/a Time Warner Cable)
d/b/a Spectrum,)
)
Respondent.)

ANSWER

Pursuant to Rule 4901-9-01 of the Ohio Administrative Code and the Attorney Examiner's Entry of November 30, 2017, Time Warner Cable Information Services (Ohio), LLC d/b/a Time Warner Cable d/b/a Spectrum (the "Respondent") respectfully submits its Answer to the September 6, 2017 Complaint as supplemented on November 7 and 29, 2017.

- 1. The Respondent admits that Kenneth B. Logan was a customer of the Respondent.
- 2. Mr. Logan disconnected his account on June 7, 2017.
- 3. In its capacity as a telephone company and public utility subject to the jurisdiction of this Commission, the Respondent generally denies all other allegations contained in the September 6, 2017 original filing and all other allegations contained in the additional information docketed in this case on both November 7, 2017 and on November 29, 2017.
- 4. As a good will gesture, the Respondent in August of 2017 had credited the remaining account balance for past services rendered and Mr. Logan's account is now closed with a zero balance.

5. The Respondent also raises the defense that it has contacted the Complainant and has satisfied the Complaint and settled this case.

WHEREFORE, the Respondent respectfully requests that the Commission dismiss the Complaint with prejudice pursuant to Rule 4901-9-01(F) of the Ohio Administrative Code.

Respectfully submitted,

Stephen M. Haward Michael J. Settineri

Stephen M. Howard

Gretchen L. Petrucci

Vorys, Sater, Seymour and Pease LLP

52 E. Gay Street

Columbus, OH 43215

614-464-5462

mjsettineri@vorys.com

Attorneys for Time Warner Cable Information Services (Ohio), LLC d/b/a Time Warner Cable d/b/a Spectrum

CERTIFICATE OF SERVICE

I certify that a copy of the foregoing document was served via First Class U.S. Mail, postage prepaid, upon Kenneth B. Logan, 2489 Edsel Avenue, Columbus, Ohio 43207 this 20th day of December, 2017.

Stephen M. Haward
Stephen M. Howard

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

12/20/2017 3:57:05 PM

in

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

Summary: Answer Answer electronically filed by Mr. Stephen M Howard on behalf of Time Warner Cable Information Services (Ohio), LLC d/b/a Time Warner Cable d/b/a Spectrum