

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
COMMUNICATIONS WORKERS OF  
AMERICA,**

**COMPLAINANT,**

**CASE NO. 19-1314-TP-CSS**

**v.**

**THE OHIO BELL TELEPHONE COMPANY  
DBA AT&T OHIO,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on October 9, 2019

**I. SUMMARY**

{¶ 1} The Commission grants the motion of Communications Workers of America to dismiss this complaint.

**II. DISCUSSION**

{¶ 2} 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.

{¶ 3} The Ohio Bell Telephone Company dba AT&T Ohio<sup>1</sup> (AT&T Ohio or Company) is a telephone company as defined in R.C. 4905.03, and, as such, is subject to the jurisdiction of this Commission.

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<sup>1</sup> This matter was filed against AT&T Services, Inc. dba AT&T Midwest – an entity that does not provide telecommunications services in Ohio.

{¶ 4} On June 12, 2019, Communications Workers of America (CWA) filed a complaint asking the Commission to investigate the adequacy and reliability of service provided by AT&T Ohio.

{¶ 5} On July 2, 2019, AT&T Ohio filed its answer to the complaint, denying many of the allegations contained therein and raising several affirmative defenses. AT&T Ohio also filed a motion to dismiss the complaint on that same date.

{¶ 6} CWA filed a memorandum contra the motion to dismiss on July 17, 2019.

{¶ 7} AT&T Ohio filed a reply in support of its motion to dismiss on July 24, 2019.

{¶ 8} On August 6, 2019, CWA filed a motion to dismiss the case. In support of its motion to dismiss, CWA avers that it has verified that the Company has remedied and/or taken reasonable steps to remedy all issues identified in the complaint. Therefore, CWA no longer believes that an investigation is necessary.

{¶ 9} The Commission determines that CWA's motion should be granted and this case should be dismissed.

{¶ 10} On July 5, 2019, the Ohio Consumers' Counsel (OCC) filed a motion to intervene in this matter.

{¶ 11} AT&T Ohio filed a memorandum contra the OCC's intervention on July 17, 2019.

{¶ 12} The OCC filed a reply to AT&T Ohio's memorandum contra on July 26, 2019.

{¶ 13} In light of the fact that the complaint has been dismissed in accordance with Paragraph 9, the OCC's motion to intervene is now moot.

**III. ORDER**

{¶ 14} It is, therefore,

{¶ 15} ORDERED, That CWA's motion be granted and that this case be dismissed.  
It is, further,

{¶ 16} ORDERED, That the OCC's motion to intervene is moot in accordance with  
Paragraph 13. It is, further,

{¶ 17} ORDERED, That a copy of this Entry be served upon all parties of record.

COMMISSIONERS:

*Approving:*

Sam Randazzo, Chairman  
M. Beth Trombold  
Lawrence K. Friedeman  
Daniel R. Conway  
Dennis P. Deters

JRJ/mef

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**Case No(s). 19-1314-TP-CSS**

Summary: Entry that the Commission grants the motion of Communications Workers of America to dismiss this complaint. electronically filed by Docketing Staff on behalf of Docketing