

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

Rosemary Young,)	
)	
Complainant,)	
)	
v.)	Case No. 21-0487-TP-CSS
)	
AT&T Ohio,)	
)	
Respondent.)	

AT&T OHIO'S ANSWER

AT&T Ohio¹, for its Answer to the Complaint filed against it, states as follows:

1. AT&T Ohio provides service to the Complainant in the form of basic local exchange service.

2. AT&T Ohio avers that the issues Complainant has experienced with her apartment management company are not the responsibility of AT&T Ohio.

3. AT&T Ohio avers that issues with the Complainant's customer premises equipment ("CPE") are not the responsibility of AT&T Ohio, as the CPE is neither provided by nor maintained by AT&T Ohio. Further, if the Company isolates trouble to a customer's CPE, it is the customer's responsibility to repair or replace the CPE to address the trouble.

¹ The Ohio Bell Telephone Company is a public utility in Ohio and provides certain Commission-regulated services and other non-regulated services. The Complainant used the name "AT&T" in her complaint. The Ohio Bell Telephone Company uses the name AT&T Ohio, which is used in this Answer.

4. AT&T Ohio admits that Complainant has made several repair calls to AT&T Ohio but avers that each of them was responded to in an appropriate and timely manner.

5. AT&T Ohio denies any allegation of the Complaint which is not specifically admitted.

6. AT&T Ohio avers that it has breached no legal duty owed to the Complainant and that its service and practices at all relevant times have been in full accordance with all applicable provisions of law and accepted standards within the telephone industry.

7. Pursuant to section 4901-9-01(A) of the Commission's rules, AT&T Ohio requests the Commission's Legal Department to refer this Complaint, unless it is dismissed, to the Commission's call center for an opportunity to resolve the issues before formally proceeding with the Complaint.

WHEREFORE, having fully answered, Respondent AT&T Ohio respectfully prays that this Complaint be dismissed.

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in

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Summary: Answer electronically filed by Jon F Kelly on behalf of AT&T Ohio