

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

Jeanie M. Charles,)	
)	
Complainant,)	
)	
v.)	Case No. 21-0604-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 Complainant has made four trouble reports to the Company; two in 2018, one in 2020, and one in 2021. The first two reports involved no dial tone. The latter two reports involved static on the line. In the connection with the first two reports, an inside wiring jack was repaired. In connection with the third report, a network cable serving the Complainant was replaced. In connection with the fourth report, a technician was dispatched but found no trouble on the line. AT&T Ohio further avers that it responded to each of these reports

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.

in an appropriate and timely manner and closed them out satisfactorily in the ordinary course of its business.

3. AT&T Ohio avers that any problems with the inside wire in Complainant's apartment building, resulting in crosstalk or static on the line, may be the responsibility of the Complainant's landlord, and not the Company.

4. AT&T Ohio avers that Complainant has refused further assistance from the Company and requested that the Company no longer call her.

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, the Commission's rules, 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.

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