

FILE

Ohio

Public Utilities Commission

Mike DeWine, Governor
Jenifer French, Chair

Commissioners

M. Beth Trombold
Lawrence K. Friedeman
Dennis P. Deters
Daniel R. Conway

August 23, 2021

Clara Deloris Carter
4659 Lakes Edge Drive, Apt #15
West Chester, Ohio 45069

RE: Case No. 21-0881-EL-CSS

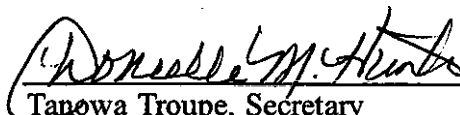
Dear Mrs. Carter:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Cincinnati Bell Telephone Company. Your formal complaint has been assigned the above case number. We have sent a copy of your complaint to the utility company. The utility has been given 20 days to file its answer in response to your complaint and will send a copy of that answer to you as well.

The Commission will issue an entry that explains the next step in your case. A copy of the entry will be sent to you.

Enclosed is a brochure to assist you in understanding the process associated with formal Complaints filed with the Public Utilities Commission of Ohio.

Sincerely,



Tanowa Troupe, Secretary

Debbie Ryan, Acting Secretary

Donielle M. Hunter, Acting Secretary

Susan Patterson, Acting Secretary

Enclosure
DMH/dh

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