

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
CLARA DELORIS CARTER,**

**CASE NO. 21-881-TP-CSS**

**COMPLAINANT,**

**v.**

**CINCINNATI BELL TELEPHONE COMPANY  
LLC,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on October 20, 2021

**I. SUMMARY**

{¶ 1} The Commission grants the motion to dismiss the complaint, with prejudice, filed by Cincinnati Bell Telephone Company LLC.

**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 that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.

{¶ 3} Respondent, Cincinnati Bell Telephone Company LLC (Cincinnati Bell) is a telephone company as defined in R.C. 4905.03 and 4927.01(A)(13) and, as such, is subject to the jurisdiction of this Commission.

{¶ 4} On August 23, 2021, Clara Deloris Carter (Complainant) filed a complaint against Cincinnati Bell. The complaint appears to be concerned with, among other things, the manner in which numerous calls made to Nigeria were billed.

{¶ 5} On September 10, 2021, Cincinnati Bell filed its answer and motion to dismiss. In its answer and motion to dismiss, Cincinnati Bell states that: (1) it acted appropriately

and properly billed for such calls and adjusted the billed amounts to correct any billing errors; (2) that the Commission is without jurisdiction over the subject matter of the complaint which involves international, not intrastate calls; and (3) that the complaint has been satisfied and should be dismissed, as a settled matter, pursuant to Ohio Adm.Code 4901-9-01(F).

{¶ 6} Ohio Adm.Code 4901-9-01(F) provides that if a public utility files an answer or motion asserting that the complaint has been satisfied or that the case has been settled, the complainant shall file a written response indicating whether the complainant agrees or disagrees with the utility's assertions, and whether he or she wishes to pursue the complaint. If no objection to the utility's assertions is filed within 20 days after the service of the answer or motion, the Commission may presume that satisfaction or settlement has occurred and dismiss the complaint.

{¶ 7} No response to Cincinnati Bell's motion to dismiss has been filed by Complainant.

{¶ 8} In accordance with Ohio Adm.Code 4901-9-01(F), the Commission shall presume that the complaint has been satisfied. Accordingly, the complaint shall be dismissed, with prejudice.

### III. ORDER

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That this complaint be dismissed, with prejudice, pursuant to Ohio Adm.Code 4901-9-01(F), and that Case No. 21-881-TP-CSS be closed of record. It is, further,

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

COMMISSIONERS:

*Approving:*

Jenifer French, Chair

M. Beth Trombold

Lawrence K. Friedeman

Daniel R. Conway

Dennis P. Deters

DEF/kck

**This foregoing document was electronically filed with the Public Utilities**

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**Case No(s). 21-0881-TP-CSS**

Summary: Entry granting the motion to dismiss the complaint, with prejudice, filed by Cincinnati Bell Telephone Company LLC. electronically filed by Kelli C. King on behalf of The Public Utilities Commission of Ohio