

4901:1-6-24

Complaints.**(A) Formal**

- (1) All formal complaints brought by retail customers pursuant to section 4905.26 of the Revised Code, will be handled according to the procedural standards set forth in Chapters 4901-1 and 4901-9 of the Administrative Code.
- (2) In the interest of expediting the formal customer complaint process, a procedural entry will be issued by either the commission, legal director, deputy legal director, or attorney examiner within thirty days of the filing of the complaint.

(B) Informal

Each telephone company must provide to the commission's consumer services department the name and telephone number of a contact person to assist the commission staff with the resolution of informal customer complaints.

Effective:

R.C. 119.032 review dates:

Certification

Date

Promulgated Under: 111.15
Statutory Authority: 4901.13
Rule Amplifies: 4901.13, 4927.03