BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of:)
Ron Sabatino & T&R Properties, Inc.,)
Complainants,)
v.) Case No. 13-1728-TP-CSS
Frontier Communications, Inc.,)
Respondent.	'

MEMORANDUM IN SUPPORT OF MOTION TO AMEND COMPLAINT

On July 31, 2013, Complainants filed their complaint *pro se* alleging Frontier acted unreasonably and unjustly charged for services related to costs and installation of facilities at the Estates at Sherman Lakes Subdivision, Delaware County, Ohio. Frontier did not timely answer questions or provide actual cost information as promised in its February 15, 2012 contract (Exhibit A) to Complainants.

Following Frontier's responses to Interrogatories and Request for Production of Documents, Complainants want to add a claim that Frontier committed an unfair or deceptive trade practice in violation of §4927.06(A)(1), Revised Code. The unfair and deceptive trade practice arises out of Frontier's contract estimate to Complainants dated February 15, 2012, which is the subject of the original Complaint.

Frontier provided a total job cost estimate with a promise of reconciliation of "final actual costs" upon completion of work (See Frontier contract, Exhibit A). Frontier's contract created a clear expectation that they would provide a reconciliation of estimated costs with the final actual costs identified through a final billing. That Frontier does not explain that it will not share the details of actual costs to allow a fair evaluation of the services performed is a material condition and limitation of Frontier's administration of the contract that should have been disclosed. This claim of deceptive trade practice by a telephone company is within the jurisdiction of the Commission pursuant to §4927.21(A) Rev. Code.

Complainants' claims against Frontier all arise out of the same contract dated February 15, 2012, and they should be heard together so as to efficiently and economically resolve the issues herein.

Wherefore, for the reasons stated herein, Complainants request the Commission grant their request to amend its complaint pursuant to §4927.21, Revised Code, and set the matter for hearing.

Respectfully submitted,

Ron Sabatino and T&R Properties, Inc.

By: <u>/s/</u> Thomas L. Hart

Thomas L. Hart, Esq. (0062715)
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Its Attorney

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a copy of the foregoing Motion for Leave to File Amended Complaint and Memorandum in Support have been served upon all parties listed below, by electronic service, this 25 day of June, 2014.

Michele L. Noble (0072756)
Thompson Hine LLP
41 S. High Street, Ste. 1700
Columbus, OH 43215
Michele.Noble@thompsonhine.com
Its Attorney

By F	Respon	dent:	
By:	/s/		
Tho	mas I	Hart (0062715)	

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Date: 2/15/2012

To: T&R Properties Inc.

Attn: Ron Sabitino 3895 Stoneridge Lane Dublin, OH 43017

RE: 51111-2315814

Dear: Ron

This is in response to your request for Frontier Communications, Inc – Ohio to perform the following work: Relocate existing buried fiber optic cable and copper cable outside the construction limits of the new turn lane being installed for The Estates at Sherman Lakes Subdivison.

In addition to the advance payment listed below, you will be required to provide the following: 2-4" PVC across property outside the construction limits of the new turn lane.

We have estimated that the cost of this work effort will be \$ 48,018 Balance due Frontier Communications, Inc. — Ohlo \$ 48,018

Please be advised that Frontier's Policy requires that you return this signed agreement, along with full advance payment, before your work will be scheduled.

As circumstances warrant during the performance of the work request, an additional advance payment may be required prior to job completion or additional costs billed upon completion of work, when a revised estimate and/or accumulated charges indicate the final expenditures will exceed the above estimate by more than 20%. This would include instances where: (1) you, the customer, change the scope of the work, or (2) your actions impact our ability to perform the work within the bounds of the original estimate.

Upon job completion, you will be issued either: (1) a refund for any overpayment, or (2) an invoice, if the final actual costs exceed the advance payments received. Any unapplied portion of advance payments will be refunded to you within sixty (60) days of the final bill or cancellation of the job.

If you agree to these terms, please sign below and forward this signed letter of agreement and a check for \$ 48,018 made payable to Frontier Communications, Inc — Ohio, noted with 51111-2315814.

Upon receipt of your signed agreement and advance payment, your work order will be released to our Construction Department for scheduling.

Should you have any questions or concerns regarding these terms, please contact me at 740/383-0551

Please be advised that the price quoted herein is valid for sixty - (60) days from the date of this letter and is <u>ONLY</u> an estimate. As stated earlier, you will be billed for the actual cost when the work is completed. If we do not receive this signed agreement and your advance payment within this sixty (60) day period, we will assume that you do not want the work to be undertaken and the project will be cancelled.

Sincerely,

CHRIS AVERY

Chris Avery - Network Engineer Frontier Communications, Inc - Ohio

I agree to the terms of this agreement:

Accepted:

Print Name & Title:

Company:

Billing Address:

Telephone #

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

6/25/2014 10:51:59 AM

in

Case No(s). 13-1728-TP-CSS

Summary: Memorandum in Support of Motion for Leave to Amend Complaint electronically filed by Mr. Thomas L Hart on behalf of Sabatino, Ron Mr. and T&R Properties, Inc.