

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint of James)	
Anderson,)	
)	
Complainant,)	
)	
v.)	Case No. 14-1299-TP-CSS
)	
Frontier Communications, Inc.,)	
)	
Respondent.)	

ENTRY

The attorney examiner finds:

- (1) On July 28, 2014, Complainant, James Anderson, filed a complaint in this case against Respondent, Frontier Communications Inc. (Frontier). Briefly summarized, the complaint asserts, among other things, that Frontier provides substandard service at less-than-advertised service speeds, poor technical service and field diagnostics, poor technical support, and arrogant customer service. Complainant further asserts that Frontier has erroneously billed Complainant for service and subscription charges and late payment fees, failed to keep its promise to refund certain billed amounts, and threatened service disconnection if the erroneously billed amounts were not paid. Complainant avers that twice, recently, when he experienced noise on his line, Respondent simply failed to show up and respond, other than by refusing to refund inflated service call charges, by imposing late fees, and by repeating its disconnection threats. Complainant also alleges that Frontier made payment agreements which it failed to honor.
- (2) Frontier filed its answer on August 18, 2014, which, sometimes specifically and at other times generally, denies any wrongdoing by the company as alleged in the complaint.
- (3) A settlement teleconference occurred in this case on October 10, 2014; however, the parties were unable to resolve the dispute.

- (4) The attorney examiner finds that this case should be scheduled for hearing on April 21, 2015, at 10:00 a.m., at the offices of the Commission, 180 East Broad Street, 11th Floor, Hearing Room 11-D, Columbus, Ohio 43215-3793.
- (5) All discovery requests should be conducted in accordance with Ohio Adm.Code 4901-1-16 to 4901-1-24.
- (6) Any party intending to present direct, expert testimony should comply with Ohio Adm.Code 4901-1-29(A)(1)(h), which requires that all such testimony to be offered in this type of proceeding be filed and served upon all parties no later than seven days prior to commencement of the hearing.
- (7) As is the case in all Commission complaint proceedings, the complainant has the burden of proving the allegations of the complaint. *Grossman v. Public. Util. Comm.*, 5 Ohio St. 2d 189, 214 N.E. 2d 666 (1966).

It is, therefore,

ORDERED, That a hearing be held as set forth in Finding (4). It is, further,

ORDERED, That discovery be conducted in accordance with Finding (5). It is, further,

ORDERED, That any party intending to present expert testimony comply with Finding (6). It is, further,

ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

s/Daniel E. Fullin

By: Daniel E. Fullin
Attorney Examiner

JRJ/dah

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in

Case No(s). 14-1299-TP-CSS

Summary: Attorney Examiner Entry that a hearing be held as set forth in Finding (4); that discovery be conducted in accordance with Finding (5); and that any party intending to present expert testimony comply with Finding (6); electronically filed by Debra Hight on behalf of Daniel E. Fullin, Attorney Examiner.