Public Utilities Commission of Ohio

Attn: Docketing 180 E. Broad St. Columbus, OH 43215

2017 JUL -3 PM 3: 01

Formal Complaint Form

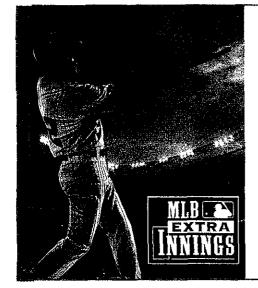
| Customer Name (Please Print) | Leo 42. Customer Address | - US 23N2 | |
|--|--|---------------|--|
| , | WAVEREY City | State Zip | |
| Against | Account Number | 7236-081287-6 | |
| M | Customer Service Address (if different from above) | | |
| Utility Company Name | City | State Zip | |
| Please describe your complaint. (Attach additi | onal sheets if necessary) | | |
| SFF Rage | and page | - Two | |

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business. Technician Date Processed | UL - 3 2017

Updated June 23, 2017 (614) 466-3016 www.PUCO.ohio.gov he say told me , he is going to get \$10,000 in day for Roer day wince april 10th 5 ince I have phone Recorder they will be No tall Lies I got hospiel bills back 2015 tim paying on anchat trac 20,000 I have 3 other Haspital bills + About 10 doctor Bills I told the that april 10. And that is exact 100/0 I till people about it , and they test can't under standit I called per of times in 9 days (they clace games With people for profit Frontin) Frantis said I used the Rhone in may - may The wife tryed to call her brother on his Birtholy . It show On Bill 3 calles in I minute that all that was LOUD - they was NO CONTACT TO BROTHER CONTY CALL IN MAY about may with they sent me a discorrect I quess It was disconnet on may because it died o may 8 EVENING Tune 20th fronting called and said the Phone was filled and working time, there has been we Phone person Ceroud there : IT'S ALL LIES 100/0 what is so hard about turning off A Phone. Part but no Ahh. June 3920, ALL They HAD to Do. is CUT any Phone OFF. Butits commisto This Surger







Step up to the plate! Sign up for unbeatable baseball action today

- ✓ Up to 80 out-of-market Major League Baseball games each week throughout the regular season - many games available in HD!
- ✓ Never miss a moment with play-by-play coverage
- ✓ Regular season offer pricing \$164.99 (or 4 installments of \$41.25)

Using your remote, go to channel 1451 and press OK to start order options or call 1.844.237.9407 to order

Chone & Com

For In-Language Billing and Service questions, please call one of the numbers below:

English: 1-800-921-8101 Cantonese: 1-844-320-4421 Korean: 1-844-320-4423 Japanese: 1-844-320-4422 Vietnamese: 1-844-320-4426 Tagalog: 1-844-320-4425

HOW TO PAY YOUR BILL

Pay online, by phone, by mail or at any Authorized Payment Location. Paying by check authorizes Frontier to make a one-time electronic funds transfer from your account, which could be transacted as early as the day your check is received. You can also set up recurring electronic payments to streamline your bill payment. Visit Frontier.com for payment locations and more information.

PAST DUE BALANCE

You are responsible for all legitimate, undisputed charges on your bill. If your payments are not made on time, your service may be interrupted and you may have to pay a reconnection charge to restore service. Continued nanpayment of undisputed charges (incl. 900 and long distance charges) may result in collection action and a referral to credit reporting agencies, which may affect your credit rating.

LATE PAYMENT and RETURNED CHECK FEES

A fee may be charged for payments received after the due date arrior a check that is returned by the bank for any reason.

IMPORTANT CONSUMER MESSAGES

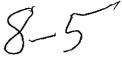
- This bill may contain charges for additional services purchased from companies other than Frontier. Such charges appear in a separate section of this bill along with the name of the service provider. Be certain that you are only being charged for services you authorized. You can call Frontier or the service provider's representative at the toll-free numbers provided in this bill with any questions about charges. You do not have to pay Frontier for disputed third party charges and Frontier will not pursue collections or adverse credit reports for such charges. If you want only charges from Frontier on your bill, call us to ask for a block on your account at no charge to you.
- Frontier periodically audits its bills to ensure accuracy which may result in a retroactive or future billing adjustment.
- You should contact Frontier first if you have any questions or complaints. If your complaint is not resolved after you have called Frontier, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8:00 am-5:00 pm weekdays, or at www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio Relay Service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8:00 am-5:00 pm or at www.pickocc.org.

SERVICE TERMS

Visit Frontier.com/terms, Frontier.com/terms or call customer service for information on Frontier's applicable tariffs or price lists and other important Terms, Conditions and Policies ("Terms") related to our Frontier Services - Local, Long Distance, High Speed Internet and/or TV-including limitations of liability and early termination fees. In addition, as part of our Terms, Frontier has instituted a binding arbitration provision to resolve customer disputes (Frontier.com/terms/arbitration). By sing or paying for Frontier services, you are agreeing to these Terms and that disputes will be resolved by individual arbitration.

Hard of Hearing, Deaf, Blind, Vision and/or Mobility Impaired customers may call 1-877-462-6606 to reach a consultant trained to support their communication needs.

1800 686 7826



Ki i





ACCOUNT SUMMARY

ACCOUNT NUMBER:

PIN NUMBER:

740-947-7236-081287-5

4014

| Billing Date | 6/04/17 | |
|--------------------------------|----------|--|
| New Charges Due Date | 6/28/17 | |
| Previous Balance | 356.59 | |
| Payments Received Thru 5/24/17 | -251.23 | |
| Balance Forward | 105.36 | |
| New Charges | 141.42 | |
| TOTAL AMOUNT DUE | \$246.78 | |





MyFrontier Mobile App makes account access easy!

- Manage your account on-the-go
- · View bill and payment preference
- · Contact Frontier help center





Download the app for free



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Manage Your Account

To Pay Your Bill

- Online: Frontier.com Pay by Mail
- MyFrontier App
- 1.800.801.6652

O Pay in Person: Frontier.com/walkinpay for locations

To Contact Us

Chat: Frontier.com

Online: Frontier.com/helpcenter

C 1.800.921.8101

For the hearing impaired TTY: 1.877.462.6606

P.O. Box 5157, Tampa, FL 33675

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GEORGE KING 16042 US HIGHWAY 23 WAVERLY, 0H 45690-1193

PAYMENT STUB

Total Amount Due

\$246.78

6/28/17

New Charges Due Date

740-947-7236-081287-5

Account Number Please do not send correspondence with your payment. Make checks payable to Frontier.

Amount Enclosed

To change your billing address, call 1-800-921-8101

FRONTIER P.O. Box 740407 **CINCINNATI OH 45274-0407**

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FRONTIER MONTHLY SERVICE CHARGES FROM 5/04/17 to 6/03/17 Digital Phone Unlimited Term 4/10/17 - 4/09/19 30.99 Digital Phone Credit ACL it was Not en Residence Line - Flat Rate DP Unlimited Feature Pack may Bill Unlimited US Interstate Ohio Zone A Surcharge 1.08 TOTAL MONTHLY SERVICE CHARGES 32.07 OTHER SERVICE CHARGES AND CREDITS 7,50 Late Payment Fee 🤝 Carrier Cost Recovery Surcharge 1.99 Security Credit 3.83 Residential Broadband Processing Fee 9.99 85.29 Dish Network Service PARTIAL MONTH CHARGES AND CREDITS Frontier Secure Personal Security Bundle 04/11-05/03 -7.66 **Broadband Max** 04/11-05/03 -26.83 Frontier Secure Identity Protection 04/11-05/03 -7.66 Content Anywhere 40GB Storage Add-On 04/11-05/03 -5.36 TOTAL OTHER SERVICE CHARGES AND CREDITS 61.09 TAXES AND OTHER CHARGES .24 Non Basic Charges* Federal Taxes and Charges* 7.78 State Taxes and Other Charges* 4.18 TOTAL TAXES AND OTHER CHARGES 12.20

> APRIL 7.50 SAS MAY 750 SAS JUNE 750

Detail of Taxes and Other Charges on Pg.4 >

Includes Basic Charges

30

30

30

105.36

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Frontier Fun Fridays are here!



Like us on Facebook to win big prizes. Our way of saying thank you for being a Frontier customer! Frontier Fun Fridays



DETAIL OF TAXES AND OTHER CHARGES DETAIL OF NON BASIC CHARGES* Frontier OH State 911 Surcharge .24 TOTAL NON BASIC CHARGES . 24 DETAIL OF FEDERAL TAXES AND CHARGES* Frontier Federal Excise Tax .18 Access Recovery Charge -1.66 Federal Subscriber Line Charge - Res 6.50 Federal USF Recovery Charge .84 Frontier Com of America FTR LD USF Surcharge 1.92 TOTAL FEDERAL TAXES AND CHARGES 7.78 DETAIL OF STATE TAXES AND OTHER CHARGES* Frontier OH State Access Recovery Surcharge 1.25 Pike County Telecom Sales Tax .61 2.35 OH State Telecom Sales Tax OH State Telecom Relay Service Surcharge .03 Pike County Sales Tax -.05 OH State Sales Tax -.18 Frontier Com of America Pike County Telecom Sales Tax .04 OH State Telecom Sales Tax .13

TOTAL TAXES AND OTHER CHARGES

TOTAL STATE TAXES AND OTHER CHARGES

12.20

4.18

*Includes Basic Charges

DETAIL OF OTHER SERVICES CHARGES AND CREDITS

dish

Detail of DISH Network Services

FOR SERVICE QUESTIONS PLEASE CONTACT 1-800-333-DISH (3474).

| Description | |
|-------------------------------|-------|
| TELCO BUNDLE | • |
| FROM 04/25/2017 | -5.00 |
| OH STATE SURCHARGE | |
| FROM 05/01/2017 TO 05/31/2017 | . 26 |
| LOCAL CHANNELS | |
| FROM 05/01/2017 TO 05/31/2017 | 10.00 |
| AMERICA'S TOP 200 | |
| FROM 05/01/2017 TO 05/31/2017 | 74.99 |
| | |
| STATE/LOCAL TAXES | 5.04 |
| | |
| Subtotal DISH Network Service | 85.29 |
| | |

Caller Summary Report

| Main Number ***Customer Summary | | 12 12 | 87 87 | .00 |
|------------------------------------|----|----------|----------|-----|
| Caller Summary Report | 10 | | | |

Calls

Minutes

Amount

Caller Summary Report Calls Minutes Amount Intra-Lata 6 58 .00 Interstate 5 28 .00 Intrastate 1 1 1 .00 ***Customer Summary 12 87 .00

IMPORTANT CUSTOMER INFORMATION

If your bill reflects that you owe a Balance Forward, you must make a payment immediately in order to avoid collection activities. You must pay a minimum of \$112.80 by your due date to avoid disconnection of your local service. All other charges should be paid by your due date to keep your account current.

Frontier offers a variety of billing options. Visit frontier.com to pay online or set up automatic monthly payments at no fee. You can also call 1-800-801-6652 to set up an instant payment (\$3.50 fee may apply) or contact customer service at 1-800-921-8101 (\$4.50 fee may apply). Visit frontier.com/pay-my-bill to view options and learn more.

Effective on this bill, your residential line rate increased \$1.25 per month. Customers with Frontier Digital Phone Service, in a current contract or a price lock are not affected by this change. Please contact Customer Service with any questions.

Your Digital Phone agreement will automatically renew effective 04/10/19.

As you agreed, your Frontier service includes a 1 or 2 year term commitment with automatic renewal at then applicable pricing and an early termination fee of up to \$400 depending on your bundle of service. Please call Frontier if you have questions about the applicable early termination fee or at least 30 days prior to your renewal date above if you wish to cancel your auto-renewal. As noted on page 2 of every bill, visit Frontier.com/terms, Frontier.com/tariffs or call Customer Service for other important service Terms, Conditions, and Policies.



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GEORGE KING

ACCOUNT SUMMARY

ACCOUNT NUMBER:

CCOOKE HOMBER. FIN IN

740-947-7236-081287-5

PIN NUMBER:

4014

your Self my LAST of 8654 CAll BERRIE See for your self

| Billing Date | 5/04/17 |
|--------------------------------|-----------------|
| New Charges Due Date | 5/30/17 |
| Previous Balance | 401.23 |
| Payments Received Thru 4/20/17 | -150.00 |
| Balance Forward | 251.23 |
| New Charges | (85) Aug 105.36 |
| TOTAL AMOUNT DUE | (E) PUR 105.36 |

June 1824 228 CAMED June 1626 11:12 7 Times June 2011 1:45 in 9 Day June 2011 1:47 June 22 2:55



Get organized and help the environment!

Receive your bill electronically and join the nearly 1.3 million Frontier customers currently receiving a paperless bill. It's easy!

Go to frontier.com/paperless, select billing changes, log into your profile and choose paperless billing

Manage Your Account

To Pay Your Bill

Online: Frontier.com Pay by Mail

O Pay in Person: Frontier.com/walkinpay for locations

To Contact Us

Chat: Frontier.com

Online: Frontier.com/helpcenter

1.800.921.8101

For the hearing impaired TTY: 1.877.462.6606

1236



P.O. Box 5157, Tampa, FL 33675

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GEORGE KING 16042 US HIGHWAY 23 WAVERLY, OH 45690-1193

PAYMENT STUB

Total Amount Due

\$356.59

5/30/17

New Charges Due Date

740-947-7236-081287-5

Account Number

740 747 7230-001207

Please do not send correspondence with your payment. Make checks payable to Frontier.

Amount Enclosed

\$

To change your billing address, call 1-800-921-8101



Update your Frontier' ID with your preferred email

- Manage Your Account
- View and Pay Your Bill
- Enroll in Autopay



Update your account at frontier.com/frontierid

For In-Language Billing and Service questions, please call one of the numbers below:

English: 1-800-921-8101 Cantonese: 1-844-320-4421 Korean: 1-844-320-4423 Japanese: 1-844-320-4422 Vietnamese: 1-844-320-4426 Tagalog: 1-844-320-4425

HOW TO PAY YOUR BILL

Pay online, by phone, by mail or at any Authorized Payment Location. Paying by check authorizes Frontier to make a one-time electronic funds transfer from your account, which could be transacted as early as the day your check is received. You can also set up recurring electronic payments to streamline your bill payment. Visit Frontier.com for payment locations and more information.

PAST DUE BALANCE

You are responsible for all legitimate, undisputed charges on your bill. If your payments are not made on time, your service may be interrupted and you may have to pay a reconnection charge to restore service. Continued nonpayment of undisputed charges (incl. 900 and long distance charges) may result in collection action and a referral to credit reporting agencies, which may affect your credit rating.

LATE PAYMENT and RETURNED CHECK FEES

A fee may be charged for payments received after the due date or for a check that is returned by the bank for any reason.

IMPORTANT CONSUMER MESSAGES

- This bill may contain charges for additional services purchased from companies other than Frontier. Such charges appear in a separate section of this bill along with the name of the service provider. Be certain that you are only being charged for services you authorized. You can call Frontier or the service provider's representative at the toll-free numbers provided in this bill with any questions about charges. You do not have to pay Frontier for disputed third party charges and Frontier will not pursue collections or adverse credit reports for such charges. If you want only charges from Frontier on your bill, call us to ask for a block on your account at no charge to you.
- · Frontier periodically audits its bills to ensure accuracy which may result in a retroactive or future billing adjustment.
- You should contact Frontier first if you have any questions or complaints. If your complaint is not resolved after you have called Frontier, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8:00 am-5:00 pm weekdays, or at www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio Relay Service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8:00 am-5:00 pm or at www.pickocc.org.

SERVICE TERMS

Visit Frontier.com/terms, Frontier.com/teriffs or call customer service for information on Frontier's applicable tariffs or price lists and other important Terms, Conditions and Policies ("Terms") related to your Frontier Services - Local, Long Distance, High Speed Internet and/or TV - including limitations of liability and early termination fees. In addition, as part of our Terms, Frontier has instituted a binding arbitration provision to resolve customer disputes (Frontier.com/terms/arbitration). By using or paying for Frontier services, you are agreeing to these Terms and that disputes will be resolved by individual arbitration.

Hard of Hearing, Deaf, Blind, Vision and/or Mobility Impaired customers may call 1-877-462-6606 to reach a consultant trained to support their communication needs.

PLEASE BRING THIS NOTICE TO THE ATTENTION OF THE TELEPHONE COMPANY WHEN PAYING THIS BILL

Our records indicate that your account is past due in the amount shown below. If payment is not received by 4:30 pm on the final due date, your service will be temporarily disconnected without further notice. In addition, a reconnection fee and deposit requirement may then apply. Your service can be maintained by paying those charges marked with a star (*). All services remaining unpaid are subject to suspension. If you have any questions please contact your Service Representative at 800-921-8105.

| IMPORTANT! If your services are disco | ntinued, a | charge in the amount of \$29.00 (Residence fee) | or \$31.15 (Business | tee) for each pho |
|---|------------|---|----------------------|-------------------|
| number will apply to reconnect the servi- | ce. | | # 0 F 1. 23 | - |
| the Owner P | | | Sent | mon |
| | \$ 58.81 | * Amount Subject to Disconnection | , 500 | annd |
| NO DE SIL OUT | 135.17 | Dish Network | | 12 |
| | 57.25 | Directory/Non-Reg | • | A |
| MAY MAY | \$ 251.23 | Total Past Due Charges | | 90 1 |
| 1200 | | | • | , for |

Note: If you subscribe to a local telephone service package, the package will be discontinued if your payment is not sufficient to cover the total package price. In addition, early termination charges may apply.

Accounts are temporarily disconnected for fourteen calendar days after which time the service is permanently disconnected. If the service is permanently disconnected, an application for new service will be required. The installation charge for new service is greater than the charge to restore service and a security deposit may also be required. The "Amount Due" as shown below may include charges for directory advertising, operator services, long distance charges, and disputed 900 charges. Your local telephone service will not be disconnected because of these charges.

You have the right to challenge the disconnection of any portion of this bill that is in dispute. If you have disputed charges on your bill and have contacted Frontier at the toll-free number listed above, your service will not be interrupted until the dispute is resolved. However, you must pay any amount not in dispute.

If the amount due has been paid, please disregard this notice

Thank you!

Account No.
Past Due Date
Final Due Date
Amount Due

5.13.19 05/13/17 PAST \$251.23

Please detach the payment slip below and include with your payment in the return envelope provided. Please write your account number on your check.

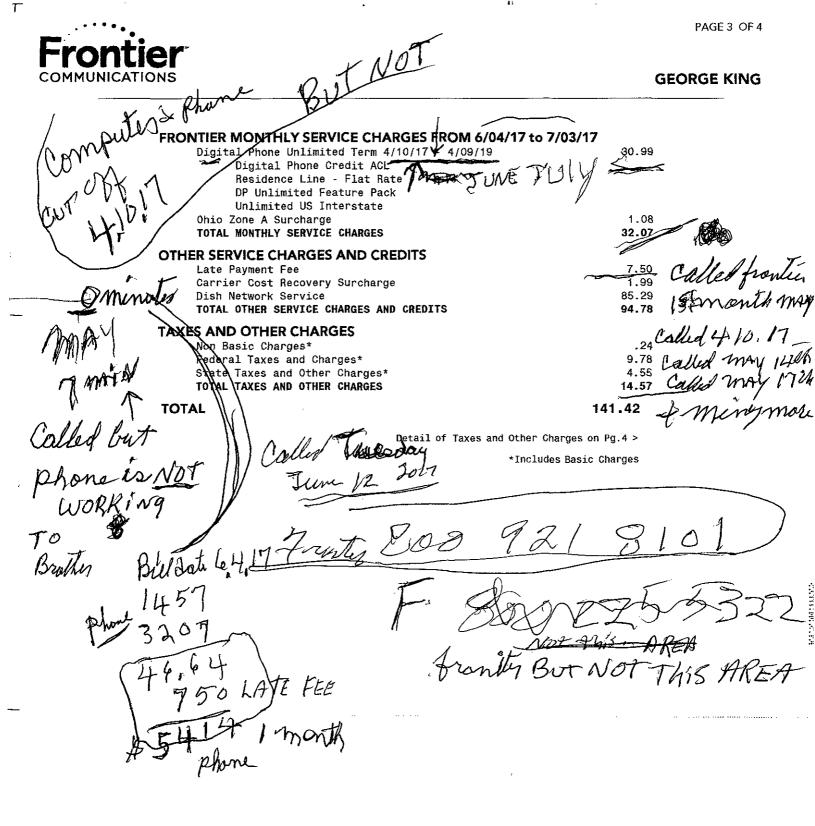
OHFTR

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Summary of Right to Prevent Disconnection

- * If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Frontier Communications, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at http://www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).
- * The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be consumed at 1-877.142-5672 (tell free) from eight a.m. to five p.m. weekdays, or as hittpolius we picture at 2-8672 (tell free) from eight a.m. to five p.m. weekdays, or as hittpolius we picture.
- * Payments made to an unauthorized payment agent may result in the improper or untimely crediting of your account.



Frontier Fun Fridays are here!



Like us on Facebook to win big prizes. Our way of saying thank you for being a Frontier customer!





| DETAIL OF TAXES AND OTHER CHARGES DETAIL OF NON BASIC CHARGES* Frontier | |
|---|------|
| OH State 911 Surcharge | .24 |
| TOTAL NON BASIC CHARGES | .24 |
| DETAIL OF FEDERAL TAXES AND CHARGES* | |
| Frontier | |
| Federal Excise Tax | .23 |
| Federal Subscriber Line Charge - Res | 6.50 |
| Federal USF Recovery Charge | 1.13 |
| Frontier Com of America | |
| FTR LD USF Surcharge | 1.92 |
| TOTAL FEDERAL TAXES AND CHARGES | 9.78 |
| DETAIL OF STATE TAXES AND OTHER CHARGES* | |
| Frontier | |
| OH State Access Recovery Surcharge | 1.25 |
| Pike County Telecom Salés Tax | .64 |
| OH State Telecom Sales Tax | 2.46 |
| OH State Telecom Relay Service Surcharge | .03 |
| Frontier Com of America | |
| Pike County Telecom Sales Tax | .04 |
| OH State Telecom Sales Tax | .13 |
| TOTAL STATE TAXES AND OTHER CHARGES | 4.55 |

TOTAL TAXES AND OTHER CHARGES

14.57

*Includes Basic Charges

DETAIL OF OTHER SERVICES CHARGES AND CREDITS

dish

Detail of DISH Network Services

FOR SERVICE QUESTIONS PLEASE CONTACT 1-800-333-DISH (3474).

Description TELCO BUNDLE FROM 05/25/2017 -5.00 OH STATE SURCHARGE FROM 06/01/2017 TO 06/30/2017 .26 LOCAL CHANNELS FROM 06/01/2017 TO 06/30/2017 10.00 AMERICA'S TOP 200 FROM 06/01/2017 TO 06/30/2017 74.99 STATE/LOCAL TAXES 5.04 Subtotal DISH Network Service 85.29

Caller Summary Report

Main Number ***Customer Summary Calls Minutes Amount
3 7 .00
3 7 .00

Caller Summary Report N

Interstate
***Customer Summary

Calls Minutes

3 7 .00
.00
.00
STATIC

IMPORTANT CUSTOMER INFORMATION

If your bill reflects that you owe a Balance Forward, you must make a payment immediately in order to avoid collection activities. You must pay a minimum of \$76.20 by your due date to avoid disconnection of your local service. All other charges should be paid by your due date to keep your account current.

Frontier offers a variety of billing options. Visit frontier.com to pay online or set up automatic monthly payments at no fee. You can also call 1-800-801-6652 to set up an instant payment (\$3.50 fee may apply) or contact customer service at 1-800-921-8101 (\$4.50 fee may apply). Visit frontier.com/pay-my-bill to view options and learn more.

Your Digital Phone agreement will automatically renew effective 04/10/19.

As you agreed, your Frontier service includes a 1 or 2 year term commitment with automatic renewal at then applicable pricing and an early termination fee of up to \$400 depending on your bundle of service. Please call Frontier if you have questions about the applicable early termination fee or at least 30 days prior to your renewal date above if you wish to cancel your auto-renewal. As noted on page 2 of every bill, visit Frontier.com/terms, Frontier.com/tariffs or call Customer Service for other important service Terms, Conditions, and Policies.

HOW CAN'T CALL ON A PhoNE THAT 15 CUT SEE MAY SU

PHONE WAS

CUT OFF MAY BY

EVENIN

NO JUNE CALLS

O MINUTES

I mow George King's grass in APR'! the phone was making a real Lord noise hard to Here any thing

his phane is dead Q I can't call him to see when to cut gras Tune 2017 and may And April

> 740-7010181 Mun Coury

May Ithaugh PhoNE CO Cut it off they \$29 to TURN It BACK ON Seone King