

FILE

FAX

17-1947-TP-LSS

**Fax**

To: Public Utilities Com From: Kenneth B. Logan  
Fax: 614-728-8373 Pages: ~~22~~ ~~30~~ 31  
ME → Phone: 614-984-6667 Date: 11-3-2017  
Re: DANIEL FULLIN cc:

☐ Urgent ☐ For Review ☒ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

RECEIVED-DOCKETING DIV  
2017 NOV -7 AM 10:11  
PUCO

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 JS Date Processed 11-7-17

## Transmission Report

Date/Time 09-27-2017 13:08:51 Transmit Header Text  
Local ID 1 1111 Local Name 1 CML

**This document : Confirmed**

**Document size : 8.5"x11"**

Total Pages Scanned : 28

Total Pages Confirmed : 28

No.	Job	Remote Station	Start Time	Duration	Pages	Line	Mode	Job Type	Results
001	571	16147528351	12:48:59 09-27-2017	00:19:01	28/28	1	EC	HS	CP14400

**Abbreviations:**

HS: Host send

HR: Host receive

WS: Waiting send

PL: Polled local

PR: Polled remote

MS: Mailbox save

MP: Mailbox print

RP: Report

FF: Fax Forward

CP: Completed

FA: Fail

TU: Terminated by user

TS: Terminated by system

GB: Group 3

EC: Error Correct

# Fax

To: Public Utilities Comm From: KENNETH B. LOGAN  
Fax: 614-752-8351 Pages: 28  
Phone: \_\_\_\_\_ Date: 9-27-2017  
Re: KLOG071217KG cc: \_\_\_\_\_

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

**Ohio****Public Utilities  
Commission****KLOGO 7127KG**  
Case NumberPublic Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215**Formal Complaint Form**KENNETH B. HOGAN  
Customer Name (Please Print)2489 Edsel Ave  
Customer AddressColumbus OHIO 43207  
City State Zip**Against**KLOGO 7127KG  
Account NumberTIME WARNER CABLE  
Utility Company NameColumbus OHIO 43215  
Customer Service Address (if different from above)  
City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

PLEASE SEE ATTACHED PAGES 28Kenneth B. Hogan  
Signature614-420-2306  
Customer Telephone Number

**September 24, 2017**

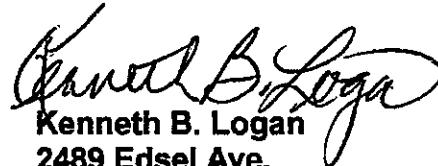
**To: Public Utilities Commission  
180 East Broad  
Columbus, Ohio 43215-3793**

**Case Number -17-1947-TP-CSS**

**I am not sure if this additional evidence will help with my complaint against TWC/Spectrum, but I will try and be more specific if possible. But given the 20 some pages already submitted I'm not sure that anything else can be cited other then the regulations page from your web site.**

**As cleraly stated on that page it says that "at any time that my cable service provider does not provide me with an entire day-meaning at least 8 hrs of continuous service, then they are required to adjust my billing by one whole days service charge". Given the fact TWC DENIED ME MY HOME PHONE SERVICE FOR A 20 DAY TIME PERIOD; THAT THAT FACT ALONE SHOULD BE ENOUGH TO CLEAR UP ANY AND ALL CHARGES THAT THEY SAY I OWE THEM.**

**Given the 24 pages of evidence of my constant problems with TWC denying me access to my own account, so I could keep track of my service usage and the amount that was due on my billing, then I feel that that would sufficent enough to cover any and all charges they say that I owe them.**

  
**Kenneth B. Logan  
2489 Edsel Ave.  
Columbus, Ohio 43207**

# Public Utility Commissioner of Ohio

## Video service regulation in Ohio

On June 25, 2007, Governor Strickland signed Senate Bill 117, which created a new, state-issued video-authorization process to replace the local cable television franchise process. The law gave the Ohio Department of Commerce jurisdiction over cable television providers who are granted state-issued video authorization, but not over satellite television providers.

Prior to the effective date of the law, a company that intended to provide cable television service had to obtain a local cable franchise from each municipality or township. A company may apply for a state-issued cable authorization, which may consist of multiple communities. The authorization term is 10 years, but cable television providers with state-issued video-service authorizations are required during this period to file an application immediately to amend their authorization to reflect any changes to the information contained in the original application.

Traditionally, there has been only minimal competitive entry by telephone companies into Ohio's video programming market, in part because local franchise requirements may present barriers to entry. It is believed that issuing statewide authorizations will expedite the deployment of a state-of-the-art infrastructure for delivering video and broadband services to Ohioans, some of whom have not had access to high-speed data services. Additionally, the law will bring new competitors to cable and satellite video providers.

The law gives the Department of Commerce authority to investigate any alleged violation of or failure to comply with certain provisions of the law. However, the Department does not have any authority to regulate the rates, terms or conditions of a provider's service – including the networks or television stations that the video-services company decides to carry.

### Consumer complaints

All cable television companies with state-issued video-service authorization are required to comply with the following customer service standards:

### Service interruptions

- The provider will restore video service within 72 hours after the customer reports a service interruption or other problem, if the cause was not a natural disaster.
- The customer will receive a credit to his or her bill if the customer reported a service interruption and that disruption was caused by the provider and lasted more than four hours in a given day. The provider will give the customer a credit in the amount of each day's video service as would be billed to the customer.
- The customer will receive a credit to his or her bill if the customer reported a service interruption, and that disruption was not caused by the provider and it lasted more than 24 consecutive hours. For each hour of service interruptions, the provider will give the customer a credit in the amount of the cost per hour video service as would be billed to the customer.

Notices to customers

FAX 614-752-8351

~~RECEIVED 07/12/17~~ Public

KL06071217

11:33 AM  
PU00  
RAY  
WED  
7-12-17

- **Removing a channel** – The provider will give a customer at least 30 days' advance, written notice before removing a channel from the provider's video service. The company is not required to provide notice if the channel is removed due to circumstances beyond the provider's control.
- **Disconnection** – The provider will give a customer at least 10 days advance, written notice of a disconnection of all or part of the customer's video service. The provider does not need to comply with this regulation if the disconnection has been requested by the customer, is necessary to prevent theft of video service, or is necessary to reduce or prevent signal leakage as described in state law.
- **Past due bills** – The provider will not disconnect all or part of a customer's video service for failure of the customer to pay his or her video service bill until the bill is at least 45 days past due.
- **Rate increase** – The provider will give a customer at least 30 days advance, written notice before instituting an increase in video-service rates.

## Prohibition against discrimination

No video service provider will deny access to video service to any group of potential residential customers in its video service area because of the race or income of the residents in the local area in which the group resides.

## How to file a complaint

Consumers with a complaint against a video-service provider can file a complaint with the Ohio Department of Commerce's Video Service Section. Before contacting the Section, you should contact your video-service provider to give the company an opportunity to resolve the dispute directly.

There are four ways to contact the Video Service Section with a complaint:

1. Call (800) 686-7826 between 8 a.m. and 5 p.m., Monday through Friday. The Public Utilities Commission of Ohio (PUCO) Call Center will answer your call and pass the information along to Department of Commerce representatives.
2. Fax your complaint to (614) 644-1469.
3. Mail your completed complaint form ([download complaint form](#)) to:  
Ohio Department of Commerce  
Attn: Video Service Section  
77 South High Street, 23rd Floor  
Columbus, Ohio 43215
4. E-mail a written description of your complaint to [VSA@com.state.oh.us](mailto:VSA@com.state.oh.us).

Please keep in mind that the information you provide is considered public information. You should be aware that, subject to certain statutory exceptions, most documents and records maintained by the Department of Commerce, PUCO and the state of Ohio, including but not limited to electronic data, are public records under Ohio law.

For additional information, visit the Department of Commerce website [www.com.ohio.gov/admn/vsa](http://www.com.ohio.gov/admn/vsa).

*called 7-12-17*



September 16, 2016

Kenneth Logan  
2489 Edsel Ave  
Columbus OH, 43207

Account Number: 4323887-02  
Phone Number: 614—662-8252

Dear Kenneth Logan

Time Warner cable has attempted to contact you on several occasions at the phone number above in an attempt to resolve your reported issue. Unfortunately we have not been successful in reaching you.

Please know that we take this matter very seriously. We are committed to providing quality customer service and we follow up when we hear that our customer experiences are less than satisfactory.

We value you as a customer and we appreciate your business. Please accept Time Warner Cable's sincere apology for your recent experience.

Please contact me at your earliest convenience at the number below.

Thank you,

Antoinette  
Specialist, Office of the President  
614-827-7960



11/27/2016

about:blank

info: at 17:32:24

Thank you for contacting us. A representative will be with you shortly. You will be given the opportunity to take a survey about your experience with chat today when you close the chat window.

info: at 17:32:27

You are now chatting with Daljit B..

info: at 17:32:27

\*\* Please do not share credit card information in this window. If credit card information is required, the agent will push a separate and secure form to you. \*\*

Daljit B.: at 17:32:33

Hello

ken logan: at 17:33:00

hello

Daljit B.: at 17:33:14

Yes

Daljit B.: at 17:33:21

How may I help you today?

ken logan: at 17:34:33

need to change my password and account login name

Daljit B.: at 17:34:38

Sure.

Daljit B.: at 17:34:45

Do you know the username?

ken logan: at 17:36:18

it was pioneer1 seup by one of your rtechnicians

Daljit B.: at 17:36:33

It is incorrect.

ken logan: at 17:36:41

yes it was pioneer1

Daljit B.: at 17:37:18

No it is not the username.

Daljit B.: at 17:37:24

May I know the 4 digit customer code located on the bill?

Daljit B.: at 17:37:28

A customer code is a 4 digit number which can be found on your TWC bill below the account number.

ken logan: at 17:38:11

oh yea you are the 3rd tech that i've talked to so far

Daljit B.: at 17:38:18

Yes.

Daljit B.: at 17:39:03

Help me with the 4 digit customer code located on the bill.

ken logan: at 17:39:12

5547

Daljit B.: at 17:39:53

Thank you.

ken logan: at 17:39:59

who is ralmehizia@yahoo.com

Daljit B.: at 17:40:07

Username: graingerman

ken logan: at 17:40:46

this says it's my account email, but i've never used this email

Daljit B.: at 17:40:57

I understand.

Daljit B.: at 17:41:25

11/27/2016

about:blank

Now you can try to login into my account.

ken logan: at 17:42:57

so what [nformation am i supposed to put in to accomplish thid

Daljit B.: at 17:43:19

Use the username and password to login.

Daljit B.: at 17:43:30

Do you wish to change the email address on my account?

ken logan: at 17:44:44

I never changed the email for my account at ANYTIME,NOW OR EARLIER

Daljit B.: at 17:45:43

I understand.

Daljit B.: at 17:45:48

First login into my account.

ken logan: at 17:46:01

I WANT SOMEONE TO TELL ME WHO CHAN GED MY EMAIL ADDRESS IN THE FIRST PLACE

Daljit B.: at 17:47:02

Let me check

ken logan: at 17:47:18

OK

Daljit B.: at 17:47:17

Where can you see the email address/

Daljit B.: at 17:47:18

?

Daljit B.: at 17:47:38

Where can you see the email address?

ken logan: at 17:48:20

ON THE EMAIL SENT NOTICE PAGE

Daljit B.: at 17:48:47

There is no such email address we can see which you can see.

ken logan: at 17:54:33

WELL THEN YOU DON'T KNOW HOW TO NAVIGATE YOUR OWN SYSTEM ACCOUNT PAGES

Daljit B.: at 17:54:43

I know.

Daljit B.: at 17:55:03

If you find it than we can change it from my online account.

ken logan: at 17:55:36

WHAT?

ken logan: at 17:56:22

BY THE WAY ARELOCATED INTHE USA?

Daljit B.: at 17:56:35

Sorry?

ken logan: at 17:56:42

IN THE UAS

ken logan: at 17:56:48

USA

Daljit B.: at 17:56:59

No

ken logan: at 17:58:12

WELL THEN THAT WOULD SURELY EXPLAIN THE DIS-CONNECT HERE

February 9, 2017

Account:  
Security Code:

KENNETH LOGAN  
10202-432388702-9001  
5547

**Contact Us**Visit us at [twc.com/support](http://twc.com/support)

Or, call us at 855-70-SPECTRUM (1-855-707-7328)

6810 0128 NO RP 05 02052017 YNNNNNNY 01 003857 0516

**Charge Details**

Previous Balance		286.24
Payment received	01/24	-117.50

Payments received after 02/05/17 will appear on your next bill.

**Adjustments**

Late Fee	02/04	8.95
Adjustments Total		\$8.95

Past Due Balance - Due Now		\$177.69
----------------------------	--	----------

Services from 02/04/17 through 03/03/17

**Bundled Services**

Time Warner Cable Promotion	109.99
Includes: Starter TV, Standard TV, Variety Pass, EPIX, HD Set-Top Box, Extreme Internet Upgrade, Standard Internet, Voicemail, Home Phone National, Includes UNLIMITED local and long distance in the US and Canada	
Time Warner Cable Promotion	7.99
Promotion includes: Starz	
	\$117.98

Bundled Services Total	\$117.98
------------------------	----------

**TV Services**

Taxes	State Sales Tax	0.35
Fees & Charges	Franchise Fees	3.34
	FCC Regulatory Fee	0.08
		\$3.77

TV Services Total	\$3.77
-------------------	--------

**Internet Services**

Internet Modem Lease	10.00
	\$10.00

**Internet Services Continued**

Taxes	State Sales Tax	0.75
		\$0.75

Internet Services Total	\$10.75
-------------------------	---------

**Phone Services**

Phone number (614) 662-8252		
Taxes	State Sales Tax	1.69
	Federal Universal Service Fund	0.87
Fees & Charges	FCC Regulatory Fee - Voice	0.02
	Regulatory Recovery Fee	0.18
	Ohio TRS Recovery Fee	0.01
		\$2.77

For additional call details,  
please visit [twc.com/account](http://twc.com/account).

Phone Services Total	\$2.77
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**Other Charges**

Broadcast TV Surcharge	6.05
Sports Programming Surcharge	2.70
Other Charges Total	\$8.75

Current Charges	\$144.02
Total Due	\$321.71

**Billing Information**

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

**Past Due Fee / Late Fee Reminder** - A late fee will be assessed for past due charges for service.

Continued on next page

There is no Internet connect

11-20-16

- Checking the network cable, router
- Connecting to Wi-Fi
- Checking whether Internet can

**HD**

Attention

Service Disabled  
Please call Customer Service at  
1-844-865-9782

OK

February 19, 2017

Ms. Sharon Bowers, Chief  
Consumer Inquiries and Complaints Div  
FCC - Consumer & Government Affairs Bureau  
445 12th Street SW  
Washington, DC 20554

RE: Response to TWC Letter  
Service Ticket # 1184889

Dear Ms. Bowers

Since I just received the copy of the letter that TWC was supposed to provide me with just 5 days ago, I feel that I must set the record straight.

As far as them so called trying to call me on September 9, 10, 12, 14 and 16, 2016, then the letter I provided to you, should show that they have had and still to this date ~~they~~ remedy some of their PROBLEMS that have caused me to acquire more then 87 pages since this all started, CLEARLY SHOWING THAT THEY HAVE INSTITUED A REASON, WHICH I CAN NOT FIGURE OUT THE REASON FOR THIS SUSTAINED PROVOCATION OF NOT ALLOWING ME TO HAVE AN ENTIRE MONTH OF COMPLETE SERVICE ON MY CABLE, INTERNET, AND PHONE.

As I write to you at this time, TWC has again DISSABLED MY PHONE SERVICE, which causes myself and family GREAT HARM !!!!!!!!!!!!!!!!!!!!!!!!!!!!!

I have paid them the full amount of the bill prior to this latest increase in my billing for this ENTIRE TIME, WHILE STILL NOT BEING ABLE TO ACCESS CERTAIN PORTIONS OF THE SERVICES THAT I HAVE BEEN PAYING FOR. IF SOMEONE CAN EXPLAIN TO ME WHY I SHOULD BE HELD ACCOUNTABLE FOR THESE FAILURES ON TWC'S PART, FOR WHICH I HAVE NO IDEA WHY THIS STARTED IN THE FIRST PLACE.


I AM GOING TO SUPPOSE ANY REASONABLE COMPANY WITH A

HAVE  
NOT  
TRIED TO

CUSTOMER WHO PAID HIS/HER BILL EVERY SINGLE MONTH ON OR BEFORE THE DUE DATE WOULD FIND IT VERY HARD TO START THIS KIND OF DISRESPECT AGAINST THAT CERTAIN CUSTOMER.

IF TWC CAN PROVIDE ME WITH THE REASON FOR THIS UNLAWFUL PERSISTENCE OF NOT ALLOWING ME TO BE ABLE TO USE ALL OF THE FEATURES THAT I AM PAYING FOR, THEN I WILL SURELY PAY THEM WHAT THEY ARE ASKING FOR.

AND LASTLY, I WOULD SUBMIT THAT NOT ONE JUDGE OR JURY WOULD FIND THAT I HAVE DENIED TWC OF ANY FINANCIAL PAYMENTS TO WHICH THEY DESERVE, GIVEN THE LENGTH OF THESE ATROCIOUS PROBLEMS THAT I HAVE SUFFERED.

  
KENNETH B. LOGAN  
2489 EDESEL AVE.  
COLUMBUS, OHIO  
43207

*All those dates were when TWC  
had disabled my phone system !!!*



1015 OLENTANGY RIVER ROAD  
COLUMBUS OH 43212

1101 1 AB 0.413

7600 0013 MULTI RP 06 01062016 NNNNNNNN 0004040 S1 T9

KENNETH LOGAN  
2489 EDSEL AVE  
COLUMBUS OH 43207-2103



January 05, 2016

Dear KENNETH LOGAN,

**RE: Account # 432388702**

**The following changes were made to your online Time Warner Cable profile in the last 24 hours:**

## Username changed

This letter is for information purposes to protect the security of your account information. If you or someone in your household requested this change, you do not need to do anything further. If you believe this change was made without your knowledge and permission, please contact Time Warner Cable by calling (614) 481-5050. For all other customer support needs, visit the Customer Service section on [timewarnercable.com](http://timewarnercable.com) at [www.timewarnercable.com/corporate/customerservice](http://www.timewarnercable.com/corporate/customerservice).

Regards,

## Time Warner Cable



info: at 8:49:48

Thank you for contacting Time Warner Cable. A representative will be with you shortly.

info: at 8:49:51

You are now chatting with Karina.

info: at 8:49:51

\*\* Please do not share credit card information in this window. If credit card information is required, the agent will push a separate and secure form to you. \*\*

Karina: at 8:50:05

Hello!

Karina: at 8:50:06

How are you doing today?

You: at 8:51:12

not good

Karina: at 8:50:59

Thank you for completing pre-chat form. I have read your notes from pre-chat form.

You: at 8:52:08

need to change my password, but the site won't let me

Karina: at 8:51:33

May I know the error you get?

You: at 8:53:37

it says that I must have letters, numbers and any other character which I have in the new password

Karina: at 8:53:10

Please try the password reset on chrome browser.

Karina: at 8:53:31

Chrome browser is preferred browser for My Account.

You: at 8:55:34

well ok but I don't usually use chrome, and by the way what's wrong with yahoo?

Karina: at 8:55:16

You are trying to reset the password for My Account correct?

You: at 8:56:39

yes

Karina: at 8:56:43

Please try something like Password@1my2

You: at 8:57:38

ie is the system that came with her computer

You: at 8:58:37

what is that ----- Password@1my2 ??????????????????

Karina: at 8:58:11

That is just an example.

Karina: at 8:58:35

I will help you reset the password.

You: at 8:59:51

I can login but the site will not allow me to change my password

Karina: at 8:59:20

That may be browser issue.

Karina: at 8:59:46

To reset password, please click on the below link:

Karina: at 8:59:46

<https://myservices.timewarnercable.com/>

Karina: at 8:59:46

Click on "Forget Password"

Karina: at 8:59:46

Enter your TWC ID/username.

Karina: at 8:59:46

Click Continue.

Karina: at 8:59:46

Answer the security question

Karina: at 8:59:46

Create your new password.

Karina: at 8:59:46

NOTE: If you do not remember the answer to the security question, you have the option to receive an email to reset password.

Karina: at 8:59:46

Click on "Reset my password by email"

You: at 9:01:24

but this is the only site that I have not been able to use the change password prompt

You: at 9:02:06

ishould not have to go to a email account to change MY PASSWORD

Karina: at 9:01:30

There may be temporary issue.

Karina: at 9:01:38

The website gives you an option.

Karina: at 9:01:50

The one I provided you is another option to change the password.

You: at 9:03:15

THIS HAPPENS WAY TO OFTEN WHEN TRYING TO CHANGE MY PASSWORDS

Karina: at 9:02:24

If you wish to change it from website only then please try and check once on an alternate browser.

Karina: at 9:02:41

Firefox or Internet explorer.

Karina: at 9:02:47

Google chrome\*

You: at 9:03:46

OK

Karina: at 9:02:58

I appreciate you efforts. Thank you for working with me.

You: at 9:05:35

WELL THIS ACCOUNT FOR TWC HAS WAY TO MANY PROBLEMS,I'VE HAD TO SWITCH OUT THE ROUTER 3 TIMES, CNA;T CHANGE USER NAMES AND NOW TI WONTLETME CHANGE PASSWORDS ANY THOUGHTS?

Karina: at 9:05:41

The My Account website does not relate to router.

Karina: at 9:05:58

However for the password did you try it on other browser.

Karina: at 9:06:13

As My Account on IE does gives errors.

You: at 9:07:45

NO NOT YET AND TO TELL THE TRUTH I WILL NOT BE DOING THAT, THANK YOU

Karina: at 9:07:28

If you do not want to use a different browser, why don't you try forgot password link?

You: at 9:09:40

WELL THIS IS GETTING ME NO WHERE, SO I'LL BE GOING NOW AND THANKS FOR NO REAL HELP WITH THIS ISSUE

info: at 8:49:48

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Karina: at 8:59:46

<https://myservices.timewarnercable.com/>

Karina: at 8:59:46

Click on "Forget Password"

*27<sup>00</sup> EXTRA!*

**Previous Balance**

Balance last statement 117.60

**Total previous balance**

117.60

**Payments**

07/27 Payment received -117.60

**Total payments**

-117.60

**Monthly services**

08/04-09/03 Time Warner Cable Promotion 109.99

Includes: Starter TV, Standard TV, Variety Pass, EPIX, HD Set-Top Box, Extreme Internet Upgrade, Standard Internet, Voicemail, Home Phone National. Includes UNLIMITED local and long distance in the US and Canada

Time Warner Cable Promotion 7.99

Promotion Includes: Starz

Home WiFi 0.00

Internet Modem Lease 10.00

**Total monthly services**

127.98

**Taxes, fees & surcharges**

Broadcast TV and Sports Programming 8.75

Surcharges

Franchise Fees 3.56

State Sales Tax 2.80

FCC Regulatory Fee 0.08

FCC Regulatory Fee - Voice 0.02

Federal Universal Service Fund 0.97

Regulatory Recovery Fee 0.18

Ohio TRS Recovery Fee 0.01

**Total taxes, fees & surcharges**

16.37

**Total due on Aug 29, 2016**

144.35

Taxes, fees and surcharges are subject to change

**Reach us at your convenience****In person**

1015 Olentangy River Rd., Columbus, OH, 43212

Monday-Friday 9am-7pm

Saturday 9am-5pm

**On twc.com**Visit [twc.com/account](http://twc.com/account) to pay your bill online, view FAQs/self-help options and chat with live agent. Just have your customer code above on hand.**Through your mobile device**

With our free My TWC® app.

**Over the phone**

Call us anytime at 1-800-TWCABLE to speak to someone live with any questions about your bill.

Basic TV tier (Starter TV) is \$24.50

TV equipment charges (before discount and per device): Set-Top Box \$11.75; CableCARD \$2.50; Digital Adapter \$3.25

**Customer Information**Reach us to ask questions, pay your bill or sign up for paperless at 1-800-892-2253 or [twc.com/account](http://twc.com/account).

When you pay by check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgement and acceptance of this policy and its terms and conditions.

To view the call detail for your TWC Phone calls, go to [twc.com/account](http://twc.com/account).Experiencing technical issues with closed captioning? Call 1-800-892-2253, email [closedcaption@twcable.com](mailto:closedcaption@twcable.com), or fax 1-877-430-1386. Address written complaints to W. Wesselman, Legal, 13820 Sunrise Valley Dr., Herndon, VA 20171, email [ccissues@twcable.com](mailto:ccissues@twcable.com), or fax 1-704-697-4935. To follow up on a written submission only, call 1-877-276-7432.

TWC imposes surcharges to recover costs of complying with its governmental obligations.

Visit [twc.com/careers](http://twc.com/careers) for career opportunities at Time Warner Cable.For information on any upcoming programming changes please consult the Legal Notices published in The Columbus Dispatch on the 1st and 3rd Wednesday each month and on [twc.com](http://twc.com).

Franchising Authority: FCC ID#OH0239

MIKE DEWINE  
OHIO ATTORNEY GENERAL

March 14, 2016

TO: FRANCIS ALBERTY  
CONSUMER PROTECTION SPECIALIST  
CONSUMER PROTECTION SECTION  
(614) -644-8385

The statement from Time Warner Cable, dated February 2, 2016, is not Correct. I have never told them that all my problems have been solved. I still continue to have problems with my internet connections, as the paper work I have provided will show. I've had to spend several weeks out of town caring for my Mother.

Time Warner's assertion that my Wi-Fi try's to find the strongest signal is still no reason for all of these others showing up on my computer. I have NOT BEEN SHOWN HOW TO KEEP THEM FROM SHOWING UP ON MY COMPUTER. Since everyone in my neighborhood still does not, or should not have access to my Wi-Fi signal for what reason. If there is a way for me to disable this feature, then they should email my account with the procedure. According to the documents I have provided you, you can see that nothing has changed since last I contacted you.

I did ask the Tier 3 technician why I still continue to NOT BE ABLE TO CHANGE MY TWC ACCOUNT USERNAME, WHICH SEEMS TO CHANGE EVERYTIME I TRY TO LOG IN. ALSO I STILL CAN'T CHANGE MY TWC ACCOUNT PASSEORD. Their own web page says that YOU CAN USE LETTERS OR NUMBERS OR CHARACTORS TO CREATE YOU PASSWORD. If their own web page says that these options can be used then why can't I use them???

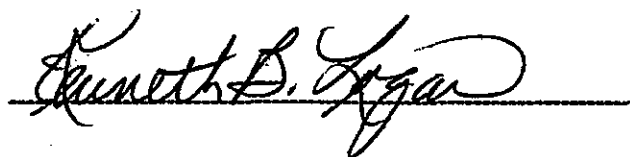
I'M STILL UNABLE TO CHANGE MY MODEM'S USER NAME OR PASSWORD. If this is possible, then they should email me the procedure. Every time I try to change it I get the same error message that I get when I try to change my account user name And password. The screen says that to accomplish this one can use NUMBERS, LETTERS OR CHARACTORS ALSO.

I did get one letter from TWC saying that my username for my TWC Account had been change, but it failed to note the date this happened. I DO NOT WANT TO BE CONTACTED BY TWC UNTIL THEY HAVE ENABLED ME TO ACCOMPLISH THESE TASKS !!!!!!! Oh yes before I forget, there is also supposed to be a Password Protection feature provided to help protect these tasks.

I pay my bill on time every month, THIS IS GOING ON FOR 7 MONTHS NOW.  
On yes now there has been another problem ----- I tried to submit my request for the \$50 rebate from Startz after keeping their system for 6 months. The documents I have provided show that EVEN THOUGH I'VE HAD THIS SYSTEM FOR OVER 6 MONTHS, THE SIGN-IN PAGE SAYS THAT MY DATES FROM AUGUST 5, 2015 UNTIL MARCH 5, 2016 IS NOT 6 MONTHS. How can this be???????

I do not believe that any of these attempts are not ordinary. The answer why do they continue to disable, dismantle all my attempts to use my computer?????, is still puzzling to me.

SIGNED THS DAY MARCH 14, 2016

A handwritten signature in cursive script, reading "Kenneth B. Logan", is written over a horizontal line.

Kenneth B. Logan

Karina: at 8:59:46

Enter your TWC ID/username.

Karina: at 8:59:46

Click Continue.

Karina: at 8:59:46

Answer the security question

Karina: at 8:59:46

Create your new password.

Karina: at 8:59:46

NOTE: If you do not remember the answer to the security question, you have the option to receive an email to reset password.

Karina: at 8:59:46

Click on "Reset my password by email"

You: at 9:01:24

but this is the only site that I have not been able to use the change password prompt

You: at 9:02:06

ishould not have to go to a email account to change MY PASSWORD

Karina: at 9:01:30

There may be temporary issue.

Karina: at 9:01:38

The website gives you an option.

Karina: at 9:01:50

The one I provided you is another option to change the password.

You: at 9:03:15

THIS HAPPENS WAY TO OFTEN WHEN TRYING TO CHANGE MY PASSWORDS

Karina: at 9:02:24

If you wish to change it from website only then please try and check once on an alternate browser.

Karina: at 9:02:41

Firefox or Internet explorer.

Karina: at 9:02:47

Google chrome\*

You: at 9:03:46

OK

Karina: at 9:02:58

I appreciate you efforts. Thank you for working with me.

You: at 9:05:35

WELL THIS ACCOUNT FOR TWC HAS WAY TO MANY PROBLEMS,I'VE HAD TO SWITCH OUT THE ROUTER 3 TIMES, CNA;T CHANGE USER NAMES AND NOW TI WONTLETME CHANGE PASSWORDS ANY THOUGHTS?

Karina: at 9:05:41

The My Account website does not relate to router.

Karina: at 9:05:58

However for the password did you try it on other browser.

Karina: at 9:06:13

As My Account on IE does gives errors.

You: at 9:07:45

NO NOT YET AND TO TELL THE TRUTH I WILL NOT BE DOING THAT, THANK YOU

Karina: at 9:07:28

If you do not want to use a different browser, why don't you try forgot password link?

You: at 9:09:40

WELL THIS IS GETTING ME NO WHERE, SO I'LL BE GOING NOW AND THANKS FOR NO REAL HELP WITH THIS ISSUE

November 28, 2016

Submitted Thru Web Portal Fax

Ms. Sharon Bowers, Chief  
Consumer Inquires and Complaints Div  
FCC Consumer & Gov. Affairs Bureau  
445 12th Street SW  
Washington, DC 20554

RE: Kenneth Logan Service Ticket # 1184889

Dear Ms. Bowers

This message concerns complaint ID 11741770 against Time Warner

Can someone please explain to me how TWC can CONTINUE to provide substandard service and expect me to pay the full amount of their bill.

As I am typing this letter, the company that I have used to pay TWC has informed me that Time Warner Cable — SWITCHED THE PROGRAM THAT NON TWC OUTLETS USE TO PAY THEM HAD THEIR ENTRY PORTAL SWITCHED WITHOUT THEIR KNOWLEDGE. But the problem has been resolved to show the payment I made to TWC on 11-18-2016 for \$117.20.

It is this type of INEFFICIENCY that causes me to have some of these problems, which NONE ARE MY FAULT.

I have provided another document to show that their infrastructure is not very good when it comes to servicing their customers. This was a LIVE SITUATION WITH ONE OF THE 3 DIFFERENT SO-CALLED TECHNICIANS. As you can see, not one of them was able to explain how my account email address had been changed and could verify the owner of the new email account. None of these problems that have occurred have BEEN MY FAULT. But to DENY ME ACCESS TO MY OWN ACCOUNT CONSTANTLY, SHOULD BE STOPPED !!!!!!!!!!!!!.

I still have not been able to change my TWC account user name, WHICH TWO GAVE ME, nor have I been able to change my account password, which per their own web page says I CAN. Most INTERNET PROVIDERS will tell the user to CHANGE THEIR PASSWORD AT LEAST ONCE EVERY MONTH.



So if I am wrong for only paying the FULL AMOUNT ON MY PAST ACCOUNT,  
then someone needs to tell me why I should PAY THEIR INCREASE, since they have not even provided me total use of my account for at least 6 MONTHS.



Kenneth Logan  
2489 Edsel Ave.  
Columbus, Ohio 43207  
PH 614-420-2306

October 11, 2016

Better Business Bureau  
1169 Dublin Road  
Columbus, Ohio 43215

Dear Kay Haddox

The lie that I did not have any issues with my account and rate is not true by the largest of answers. You can see from the document dated on 10-04-2016 that TWC's representative, Koby and I did discuss the rates that I was being charged and the \$30.00 rebate offered to me from Mr. Koby. Also the message I got from an Anntwonette on 9030-16 was supposed to address my concerns within 24 hours, which did not happen. The continued problems with me not being able to access MY OWN ACCOUNT STILL EXIST. Koby had a very very hard time resolving my access to my own account. This was done with my original conversation with him on the same day of Oct 4<sup>th</sup>, 2016, see document. Koby was finally able to help me access my account by providing me with a password he choose, which was PIONEER 1., also see document. The very next day on Oct 5, 2016, the same problem came back, NO ACCESS TO MY OWN ACCOUNT, see document. Why they reuse to allow me to access my own account is beyond me. I was not given any advice on how to install my ooma device in the same manner as it had been for 8 months. When I would hook up the device in the HOME port where it had been since the first day of installation, I could not get any results, but when I hooked it into the Internet port, then It would work for a time, please see documents. I must then assume that it is Spectrum denying my access to the accepted phone system's installation as provided to me from OOMA the day I received their device for the first time.

Spectrum's so called customer service is a sham and should be corrected as soon as humanly possible, because the harm still inflicted by my lack of a phone system I was required to take in order not to be charged the 20.00 phone fee on the day of their system's installation.

I think a possible solution to this continued problem, is that, If Sprctum agrees, is a three way call situation with myself, the BBB and Spectrum, so that this matter can finally be resolved.

I could ask my son to use his cell phone to accomplish this.

*Kenneth B. Logan*  
*2489 Edselbro.*  
*Columbus, Ohio 43207*  
*PH - 614 - 264 - 9461*  
*Phone out again*

October 10, 2016

Better Business Bureau  
1169 Dublin Road  
Columbus, Ohio 43215

Dear Kay Haddox  
Dispute Resolution Dept.

This is how bad it's gotten with TWC/Spectrum. As you can see from the dates on their letter they want me to PAY ANOTHER BILL, WHICH AMOUNTS TO TWO (2) BILLS IN THE SAME 30 DAY TIME PERIOD. Is there any way you can reason with these people to have them return to some idea of REASON. After 6 months of SUB-STANDARD SERVICE, they feel that I should be paying them FULL PRICE. There's not a jury on the planet that would accept their request, and therefore I'M NOT EITHER.. They have yet to explain the reason for the increase in my monthly bill., considering their TOTALL REFUSAL TO PROVIDE ME WITH MINIMUM SERVICE.. Now they are threatening to TREMINATE MY SERVICE FOR NON-PAYMENT. Which the previous amount required of me to maintain service has been done.

If any thing TWC/Spectrum OWES ME MONEY. I'm only requesting that TWC fix the problems that they have created , and I have had to put up with. Any normal individual would, I'm sure see that what has happened is NOT MY FAULT. To deny me service for a system (TELEPHONE) that they

said I had to take would have any jury wondering how they could turn around and require me to pay the FULL AMOUNT FOR THAT SERVICE.

I have shown that I have and continue to have no problem paying a reasonable bill for ALL SERVICES rendered. If they would restore my phone service then I would be able to talk to them. I'm sure for any reasonable service increase, I WOULD BE OK WITH PAYING THAT, but not until they FIX THE MANY PROBLEMS THAT THEY HAVE CREATED.

A handwritten signature in black ink, appearing to read "Kenneth Logan". The signature is fluid and cursive, with the first name "Kenneth" and last name "Logan" clearly distinguishable.

Kenneth Logan

2489 Edsel Ave.

Columbus, Ohio 43207

Phone at this time is 614-204-9461

July 12, 2017

Dear Ray,

I have provided you with a small amount of samples of the documents that I have showing all of the problems that I have had with TWC. If you need any more I can bring the whole od the 195 pages of problems I've had with TWC/Spectrum.

Please feel free to call me anytime, I'm retired at 614-420-2306 or 614-984-6667.

Oh yes there is one immediate problem that needs your immediate attention, TWC has refused to PORT my home phone number over to my new cable carrier.

Thanking you for all your help.



Kenneth B. Logan

2489 Edsel Ave.

Columbus, Ohio 43207

• September 24, 2016

•  
•  
•  
• Better Business Bureau  
• 1169 Dublin Road  
• Columbus, ohio 43215  
•  
•

• I have been having trouble with Time Warner Cable for several  
• months. You can see from the verious agencies that I have contacted  
• that this is totally unacceptable by any means. The additional documents  
• that I have provided will verify this. I'm not asking for any special treatment.  
• My bills have always been paid on time and in full. I have no idea why Time  
• Warner would continue to do this after the several times I have contacted  
• their service reps on numerous occasions, but these problems continue to  
• hound me.  
•

• The biggest problem right now is that they have stopped my phone  
• access. When I signed up for this system, I was told I had to take the home  
• phone system or pay an extra \$20.00, so I took the system. It has worked for  
• me for at least these last 8 months, but 12 days ago, my home phone system  
• STOPPED WORKING. This has caused me GREAT stress and problems !!!!!!!  
• My Mother who is 94 and lives in Zanesville, Ohio, has to be on constant  
• oxygen, has a walker, other health problems, when they stopped my phone  
• system, she was unable to contact me in the case of an EMERGENCY. My 36  
• year old son who lives with me HAS CLUSTER HEADACHES, for which there  
• is no CURE. He's been unable to work for 2 years now, and this caused a  
• sever problem if I had to call emergency services again to assist him in  
• regaining some reasonable state, by which he could take his medication to  
• help him.  
•

• I'm not asking for any special treatment, but they should be made to fix  
• these problems, and FIX THEM ON A PERMANENT BASIS. The other problem  
• I've had with them is my own PERSONAL ACCOUNT ACCESS. Accroding  
• to their own web site, I should be able to use CHARACTERS to change my  
• PASSWORD, which most people in the internet threat community advise one  
• to do. But every time I try to use characters it will not let me. The other  
• problem I've had is when I try to access my MODEM to make sure all threat  
• access has been in place, again, when I try to use characters, IT WILL NOT  
• LET ME, even thou an access sheet with the instructions on how to do this  
• was provided with the unit when they gave it to me.  
•

• Considering the number of times I've had to contact them I've had  
• no success. And now they have even raised my monthly bill by \$27.00  
• for the last two months, of which I have only paid my normal bill, please see  
• documentation provided.  
•

• Thank you for any help you can provide with this problem.  
•

TWC