

THE PUBLIC UTILITIES COMMISSION OF OHIO

**IN THE MATTER OF THE COMPLAINT OF
JAMES ANDERSON,**

COMPLAINANT,

CASE NO. 18-301-TP-CSS

v.

FRONTIER COMMUNICATIONS, INC.

RESPONDENT.

ENTRY

Entered in the Journal on March 5, 2019

{¶ 1} Pursuant to R.C. 4927.21, the Commission has authority to consider written complaints filed against a telephone company by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the telephone company that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.

{¶ 2} Frontier Communications, Inc. (Frontier) is a telephone company as defined in R.C. 4905.03 and, as such, is subject to the jurisdiction of this Commission.

{¶ 3} On February 20, 2018, James Anderson filed a complaint against Frontier. In his complaint, he alleges that Frontier's service has been unreliable and at times unavailable. He also alleges that Frontier has billed him improperly and provided poor customer service. Attached to the complaint is a debt collection notice in the amount of \$182.11 owed to Frontier.

{¶ 4} Frontier filed an answer to the complaint on March 12, 2018, in which it denied the material allegations of the complaint. Frontier admits that it referred the amount of \$182.11 to a debt collection service.

{¶ 5} By Entry dated May 2, 2018, the attorney examiner scheduled a settlement conference, which occurred on May 31, 2018, in accordance with Ohio Adm.Code 4901-1-26(F). However, the parties were unable to resolve all issues raised in the complaint.

{¶ 6} R.C. 4927.21 requires that the Commission set for hearing a complaint against a telephone company whenever reasonable grounds for the complaint have been stated. The attorney examiner finds that the allegations contained within Mr. Anderson's complaint establish grounds for complaint. Accordingly, a hearing in this matter should be scheduled to begin on April 30, 2019, at 10:00 a.m. at the offices of the Commission, Hearing Room 11-D, 11th floor, 180 East Broad Street, Columbus, Ohio 43215-3793, in accordance with Ohio Adm.Code 4901-1-27(A). Visitors should register at the lobby desk and then proceed to the 11th floor in order to participate in the hearing.

{¶ 7} All discovery requests should be conducted in accordance with Ohio Adm.Code 4901-1-16 to 4901-1-24.

{¶ 8} 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 be offered in this type of proceeding be filed and served upon all parties no later than seven days prior to the commencement of the hearing.

{¶ 9} As with all Commission complaint proceedings, the complainant has the burden of proving the allegations of the complaint. *Grossman v. Pub. Util. Comm.*, 5 Ohio St.2d 189, 214 N.E.2d 666 (1996). Therefore, at hearing, it shall be Mr. Anderson's responsibility to appear and present evidence in support of his complaint.

{¶ 10} It is, therefore,

{¶ 11} ORDERED, That a hearing be held on April 30, 2019, at 10:00 a.m. at the offices of the Commission, Hearing Room 11-D, 11th floor, 180 East Broad Street, Columbus, Ohio 43215-3793. It is, further,

{¶ 12} ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/ Jay S. Agranoff

By: Jay S. Agranoff
Attorney Examiner

JRJ/mef

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Case No(s). 18-0301-TP-CSS

Summary: Attorney Examiner Entry scheduling a hearing for 4/30/19 at 10:00am at the Commission offices electronically filed by Ms. Mary E Fischer on behalf of Jay S. Agranoff, Attorney Examiner, Public Utilities Commission of Ohio