

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
ANNE HESS,**

**COMPLAINANT,**

**V.**

**CASE NO. 18-1652-TP-CSS**

**FRONTIER COMMUNICATIONS, INC.,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on April 24, 2019

**I. SUMMARY**

{¶ 1} The Commission grants Anne Hess' request to dismiss the complaint, as the parties indicate that the complaint has been settled.

**II. DISCUSSION**

{¶ 2} 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.

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

{¶ 4} On November 1, 2018, Anne Hess (Ms. Hess) filed a complaint against Frontier, alleging that Respondent's service is unreliable and results in frequent outages. Specifically, Ms. Hess states that the outages in her area appear to happen for no apparent reason and believes that Respondent's time to resolve said outages is unreasonable. Ms. Hess claims that Respondent has an automatic 14-day commitment date for all repair

reports. Further, Ms. Hess asserts that Respondent is reluctant to replace antiquated equipment. Ms. Hess states that Frontier repair technicians have previously represented that replacing the equipment would decrease the numerous outages.

{¶ 5} Frontier filed its answer on November 21, 2018. In its answer, Frontier admits some and denies other allegations of the complaint and sets forth several affirmative defenses.

{¶ 6} By Entry issued December 17, 2018, the attorney examiner scheduled a settlement conference to occur on January 15, 2019.

{¶ 7} On January 15, 2019, the parties engaged in the settlement conference and continued settlement discussions afterward.

{¶ 8} On March 25, 2019, Ms. Hess filed a request to dismiss the case. In her request, Ms. Hess states that both parties are requesting a dismissal of the complaint because the complaint has been settled.

{¶ 9} Upon review, the Commission finds that Ms. Hess' request to dismiss the complaint is reasonable and should be granted.


### III. ORDER

{¶ 10} It is, therefore,


{¶ 11} ORDERED, That Ms. Hess' request to dismiss the complaint be granted. It is, further,

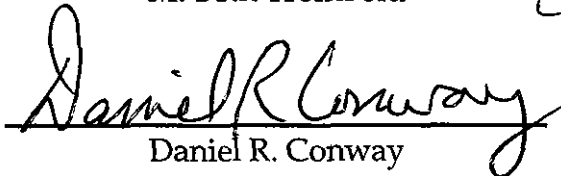
{¶ 12} ORDERED, That a copy of this Entry be served upon all parties of record.

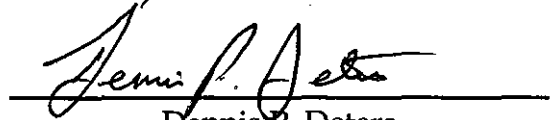
THE PUBLIC UTILITIES COMMISSION OF OHIO

  
Sam Randazzo, Chairman

  
M. Beth Trombold

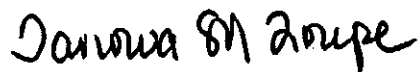
  
Lawrence K. Friedeman

  
Daniel R. Conway

  
Dennis P. Deters

LLA/hac

Entered in the Journal  
APR 24 2019

  
Tanowa M. Troupe

Tanowa M. Troupe  
Secretary