

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF EDWARD PORTER,**

**COMPLAINANT,**

**v.**

**CASE NO. 18-1751-TP-CSS**

**FRONTIER COMMUNICATIONS, INC.,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on July 9, 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 or Respondent) is a telephone company as defined in R.C. 4905.03, and as such, is subject to the jurisdiction of this Commission.

{¶ 3} On November 29, 2018, Edward Porter (Mr. Porter or Complainant) filed a complaint against Frontier, alleging three separate issues. Specifically, Mr. Porter claims that (1) Respondent billed him for work not completed, (2) his customer box is not handicap accessible, and (3) Respondent will not refund him when there is a service outage.

{¶ 4} Frontier filed its answer on December 19, 2018. In its answer, Frontier denies the allegations of the complaint but admits that it provides voice service and non-regulated internet service to Mr. Porter. Respondent's answer further sets forth several affirmative defenses.

{¶ 5} By Entry dated December 21, 2018, the attorney examiner scheduled a settlement conference to take place on January 15, 2019, in accordance with Ohio Adm.Code 4901-1-26(F). However, the parties were unable to resolve all issues raised in the complaint.

{¶ 6} A second prehearing conference convened on March 26, 2019, and subsequently, the attorney examiner scheduled a hearing to take place on June 11, 2019.

{¶ 7} On June 8, 2019, Frontier filed a motion of settlement and a motion to continue the June 11, 2019 hearing. In its motion, Frontier indicated that the parties resolved the dispute pending execution of a standard settlement agreement and motion to dismiss.

{¶ 8} On July 8, 2019, Frontier filed a motion to schedule a telephone status conference. In support of its motion, Frontier stated that, on June 14, 2019, it sent a signed settlement agreement to Complainant via Federal Express; however, since June 14, 2019, Frontier has been unable to reach Complainant and avers that Complainant has neither contacted Frontier regarding the settlement agreement nor returned a copy of the settlement agreement to Frontier. Frontier requested that the Commission schedule a telephonic status conference in order to coordinate the execution of the settlement agreement previously agreed to by the parties or to otherwise discuss resolution of this matter.

{¶ 9} After review, the attorney examiner finds that Frontier's motion is reasonable and should be granted. Accordingly, a telephonic status conference shall be scheduled for July 30, 2019, at 10:00 a.m. In order to participate in the telephonic status conference, the parties should dial (866) 209-2820 and enter conference code 3199481750 when prompted.

{¶ 10} It is, therefore,

{¶ 11} ORDERED, That a telephonic status conference be held on July 30, 2019, at 10:00 a.m. in accordance with Paragraph 9. 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/Lauren L. Augostini

By: Lauren L. Augostini  
Attorney Examiner

JRJ/hac

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**7/9/2019 1:30:25 PM**

**in**

**Case No(s). 18-1751-TP-CSS**

Summary: Attorney Examiner Entry scheduling telephonic status conference electronically filed by Heather A Chilcote on behalf of Lauren L. Augostini, Attorney Examiner, Public Utilities Commission of Ohio