

**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 October 23, 2019

**I. SUMMARY**

{¶ 1} The Commission grants the motion to dismiss the complaint, as the parties indicate that all issues in this matter have been resolved.

**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 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.

{¶ 5} 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.

{¶ 6} 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.

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

{¶ 8} 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.

{¶ 9} On July 9, 2019, the attorney examiner granted Frontier's motion to schedule a telephone status conference.

{¶ 10} On August 15, 2019, Frontier filed a motion, on behalf of itself and Mr. Porter, to dismiss this matter. In support of its motion, Frontier represents that the parties executed a settlement agreement purporting to resolve all matters in the complaint. In addition, Frontier attached a letter signed by Mr. Porter which acknowledges the parties' request for dismissal as the complaint has been settled.

{¶ 11} Upon review, the Commission finds that the motion to dismiss is reasonable and should be granted. Accordingly, this case should be closed of record.

### III. ORDER

{¶ 12} It is, therefore,

{¶ 13} ORDERED, That the motion to dismiss be granted and this case be closed of record. It is, further,

{¶ 14} ORDERED, That a copy of this Entry be served upon all parties and interested persons of record.

COMMISSIONERS:

*Approving:*

Sam Randazzo, Chairman

M. Beth Trombold

Daniel R. Conway

Dennis P. Deters

LLA/hac

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

**Commission of Ohio Docketing Information System on**

**10/23/2019 3:01:11 PM**

**in**

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

Summary: Entry that the Commission grants the motion to dismiss the complaint, as the parties indicate that all issues in this matter have been resolved electronically filed by Docketing Staff on behalf of Docketing