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March 5, 2020

P.U.C.O.
Docketing Div. and
Lauren Augostini Examiner
180 East Broad Street
Columbus, Ohio 43215-3793

2020 MAR -9 PM 1:06
PUCO

Re: Case No. 20-84-TP-CSS Hiles vs. CenturyLink

Dear Lauren,

I received your letter dated March 2, 2020 and your suggested settlement conference date of March 24, 2020 to be held in Columbus and unfortunately due to my health issues I cannot travel that far at this time. But if needed, I can have a phone conference with PUCO concerning a fair and just settlement with CenturyLink. If you review what I already sent in my complaint I stated I would defer to PUCO to arrive at a fair and just settlement with CenturyLink given they are in the position to see numerous complaints and know what is fair and just in this situation also considering the fact CenturyLink has already admitted their guilt by the offer they extended to me to settle. An offer that was not fair that CenturyLink could easily blot out with an increase in our charges.

I indicated to PUCO I had quadruple heart bypass in January of 2019 and one of my major problems was having problems with CenturyLink service when talking to my heart surgeon's office as well as other parties where I have legal issues taking place and other over such a long period of time. Then the problem I had with CenturyLink trying to get my service corrected and without trouble.

As I said when our lives are at stake with CenturyLink's service and it continued to be disruptive the line needs to be drawn and PUCO take action to stop it. As well as seeing to it a fair and just settlement in this case occurs with CenturyLink. I would say I went the last mile of the way with CenturyLink and they forced me out the door and I went with Spectrum and have had NO problems since almost 5 months ago. CenturyLink actually ended up blaming me for their problems and CenturyLink employees who were good people are witnesses as well, such as Brian a tech expert, Matt who came out to the house and saw nothing wrong here and stated it had to be a problem in the CenturyLink office .

Not only did we file the complaint due to CenturyLink's improper offer to settle, the length of CenturyLink's faulty service that was the worst we had encountered in any utility in 35 years

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and then their refusal to look at the facts was abusive and demeaning on top of their bad service for months and also the problems we encountered with CenturyLink's call in system. It was so embarrassing to some CenturyLink employees that I was finally directed by them, after being routed to 5 States and also the Philippines, to contact people in Denver and a Kim and Christine were the ones who began issuing formal ticket numbers in the end of June 2019 and did their best to try to get us help to no avail.

Chadwick consistently ignored the timing of CenturyLink problems with our service that started well before June of 2019 and got worse after my heart surgery in January 2019 probably that spring. In subsequent calls that were made to CenturyLink prior to being routed to Denver they always looked at our account and could see the dates we called in and sought help. The problem was shown to Brian at CenturyLink for it occurred while speaking with him and he had to call me back.

Let me say that Mr. Ralph Davis a longtime friend was a witness to the length of time this went on for it occurred during several calls to him and he is going to send me a letter verifying that fact and he also has serious health issues and one of the reasons we talked on the phone so often. Even to the point he had a mild stroke while speaking to me on the phone and my emergency call to his daughter at work saved his life. Ralph is no slouch for he played basketball with Oscar Robertson at UC and also in the NBA for 3 years until injury forced him to retire prematurely.

CenturyLink offered me a month's service at no charge that I accepted PLUS a lifetime discount of 20\$ per month that could easily be negated with an increase in charges for even the same service and I refused that part of the settlement offer in favor of a cash amount of \$15,000 due to the length of time we had serious problems with CenturyLink service and a very faulty call in system to get their problems fixed. I ask you under these circumstances to determine a fair and just damages settlement or if we are forced to retain a utility attorney CenturyLink will lose far worse and pay far more in damages if we are required to take that step. In addition to the public becoming aware of this case and the trouble we had with CenturyLink. If you take 20\$ a month for 20 years we are talking close to \$ 5000.00. I am willing to speak with any person at PUCO about this account and even have a phone conference with PUCO. I have provided PUCO with the facts and time frames this all took place and PUCO needs to be sure that NO other Ohio resident incurs what we did from CenturyLink and to hold CenturyLink accountable for their major damages in this case.

Regards,

A handwritten signature in black ink, appearing to read "Marshall G. Hiles". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Marshall G Hiles