

FILE

Ohio

Public Utilities  
Commission

6  
SBTD0708132C

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

13-1729-TP-CSS

Formal Complaint Form

Bittinger Carbide

Customer Name (Please Print)

8137 Hines Rd

Customer Address

Cadiz OH 43907

City

State Zip

740-942-4302 ~~500789-5~~

740-942-3628 740-942-3412-

Account Number

092089-5

Against

Customer Service Address (if different from above)

Frontier Communication

Utility Company Name

City

State Zip

Please describe your complaint. (Attach additional sheets if necessary)

On July 3, 2013 at 8:02 pm I made a 13 min call to Frontier explaining that all 3 of my lines were out starting with my business line then fax and home I spoke with a rep in SC and I asked him to have the Cadiz supervisor call me, he was also told at that time that we work 24 hours a day 7 days a week and that we rely on the Fax and phone. And I also asked him to forward the phone to my husband's cell which the service is not reliable in the rural area we live in but what could I do. My phones were out for 6 days plus. see Attachment  
They Never came on. I would have known

Signature

Customer Telephone Number

740-942-4302  
you can speak to me  
or Stan

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Technician

Date Processed

JUL 31 2013

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2013 JUL 31 PM 12:58

PUCO

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because they beep when they come on and when they are out there are three big red lights visible in several rooms and the base receiver stays red.

On July 5<sup>th</sup> I called again at 7:43 am asking why my phones were still out and spent 19 minutes on the phone with the frontier rep who stated they only had info on 2 lines being out. So again I went through all the phone numbers 740-942-4302 shop, 740-942-3628 FAX, 740-942-3412 home, and asked that the Cadiz repair supervisor call me on my cell 740-582-1174. They were given mine or my husbands cell ever time. His cell is 740-582-1106. Again I told them we do business 24 hours a day 7 days we are always open and if we are not her we forward the phone. I NEVER got a call from the supervisor.

On July 6<sup>th</sup> I called again at 12:10pm asking why my phones were still out and was on the phone 40 min and 12 sec going over all the info again because of course they only have record of one line being out now. (LIARS) So I give it all to them again and ask again for the Cadiz supervisor to call me and gave the cell numbers again.

On July 7<sup>th</sup> I contacted PUCO online

On July 8<sup>th</sup> at 8:33am I called Frontier and spent another 12:33 asking why my phones where still out and asking to have the Cadiz supervisor to call me

I think within an hour the supervisor finally called and said he would have someone out to fix the problem but that he didn't know that all the lines were out. I don't believe that nor do I understand that. I have the cell phone records to prove the calls I made and if I was reporting one line then why were my calls so long. I also told the supervisor, Mr. Blakemen that on weekly bases we get faxes for orders anywhere from \$5000.00 to \$7500.00 and because of his lack of urgency he could compensate me \$5000.00. He said he didn't have the authority to do that but he would contact the customer service office and have them contact me and they did with the offer of the \$110.32 is a joke for the amount of time my 3 phone lines have been out. The response they sent you does not even address the July 3<sup>rd</sup>, 2013 call or July 5<sup>th</sup>, 2013 call I have records. I don't even know if \$500.00 would compensate us for the trouble but it may be a start. I have received calls asking where an order was that the customer FAXED earlier in the month and we have to tell them that if they FAXED an order between July 3<sup>rd</sup> and July 10<sup>th</sup> that we didn't get it because our lines were down. I think Frontier should start by telling the truth. If you want affidavits I can get them.

And just because they forwarded the shop line to my husbands cell doesn't mean a whole heck of a lot other then it **cost us cell phone minutes** and he may have missed calls due to the lack of cell tower coverage in our area.

And while we were up at Cleveland Clinic for my appointments we were getting calls from Frontier repairmen stating that there were still problems with the business line and that was July 9<sup>th</sup>, 2013

I have included the cell phone records to prove what I say and the next time I deal with Frontier I will tape my conversations. Also I can get you 6 affidavits to say that we had no phone service from July 3<sup>rd</sup> to July 8<sup>th</sup> after 10 am, and even up to July 10<sup>th</sup>, according to their repairman.

I read Frontiers response to my complaint and yes they were finally able to get the phones working on the 8<sup>th</sup> of July and it rained hard in the middle of the night on 9-10 of July and they went out again. The tech came out on the 10 and said he believed there was a short in the building. My husband found the short (a bad plug box) fixed it and the phones were still out. He called the tech back after he left from his cell (Tommy 234-207-1279 Tech) to tell him the phones were out again. He never answered and his mailbox was full. He tried once more and then didn't try anymore because the phones came back on. We won't do that again because there will be no record of my complaint other then my cell phone record.

I can state for a fact that since Frontier took over Verizon that the phone service in our area has suffered greatly. This service is very important to my business. I don't know maybe I need to get a lawyer.

Thank you for your consideration.

Sheila Bittinger



Bittinger Carbide  
81331 Hines Rd  
Cadiz OH 43907  
740-942-4302

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## My Current Usage

Details for : 740-582-1174

The following reflects current usage since your last statement

Minutes Messages Data Connect Hotspot

377 Shared Anytime Minutes used

Cycle ends 07/26/13

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Usage Type: All Minutes

First/Previous 5   6   7 Next/Last All				
Date	Time	Number	Minutes	Desc
07/09/2013	3:34 PM	2162467522	1	CLEVELAND
07/09/2013	3:19 PM	2162467522	15	INCOMING
07/09/2013	3:19 PM	7409422726	1	CADIZ
07/08/2013	4:55 PM	7406321085	3	INCOMING
07/08/2013	3:39 PM	2162467522	7	INCOMING
07/08/2013	2:51 PM	7402649999	3	STEUBENVL
07/08/2013	11:19 AM	3303121339	6	CANTON
07/08/2013	11:18 AM	3302449178	1	NO CANTON
07/08/2013	10:56 AM	2162467522	11	INCOMING
07/08/2013	10:48 AM	2162467522	9	INCOMING
07/08/2013	8:32 AM	8009216104	13	TOLL-FREE
07/07/2013	7:30 PM	3047310903	1	BECKLEY
07/07/2013	3:36 PM	2162467522	2	INCOMING
07/07/2013	2:51 PM	2162467522	1	INCOMING
07/07/2013	2:11 PM	2162467522	2	INCOMING
07/07/2013	10:45 AM	7406321085	1	INCOMING
07/07/2013	10:29 AM	0000000086	1	VOICE MAIL
07/07/2013	10:15 AM	7405350083	2	MINGO JCT
07/07/2013	10:14 AM	7406321085	1	STEUBENVL
07/07/2013	10:05 AM	7405821124	9	CADIZ

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Usage Type: All Minutes

First/Previous 6/ 7/ 8 Next/Last All				
Date	Time	Number	Minutes	Desc
07/07/2013	9:09 AM	0000000086	1	VOICE MAIL
07/06/2013	2:29 PM	7405350083	1	MINGO JCT
07/06/2013	1:22 PM	7405350083	6	MINGO JCT
07/06/2013	1:21 PM	7406321085	1	STUEBENVL
07/06/2013	1:08 PM	8009218101	2	INCOMING
07/06/2013	12:10 PM	8009218104	41	TOLL-FREE
07/06/2013	12:09 PM	8009218104	1	TOLL-FREE
07/05/2013	4:12 PM	7405821106	1	CADIZ
07/05/2013	3:18 PM	7405821106	2	CADIZ
07/05/2013	3:16 PM	2162467522	1	CLEVELAND
07/05/2013	3:15 PM	2162467522	1	CLEVELAND
07/05/2013	3:13 PM	2162467522	1	INCOMING
07/05/2013	2:38 PM	3308076777	1	AKRON
07/05/2013	1:08 PM	7405821124	2	INCOMING
07/05/2013	7:42 AM	8009218104	20	TOLL-FREE
07/04/2013	3:55 PM	7405821106	1	CADIZ
07/04/2013	2:41 PM	7405821124	2	INCOMING
07/03/2013	8:02 PM	8009218104	14	TOLL-FREE
07/03/2013	8:00 PM	8009218104	1	TOLL-FREE
07/03/2013	5:04 PM	2162467522	1	CLEVELAND

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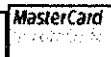
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Details for : 740-582-1106

stan cell

The following reflects current usage since your last statement

Minutes Messages Data Connect Hotspot

377 Shared Anytime Minutes used  
Cycle ends 07/26/13

Usage Type: All Minutes

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First/Previous 1 2 3 Next/Last All					
Date	Time	Number	Minutes	Desc	
07/13/2013	11:00 AM	7405821124	2	CADIZ	
07/13/2013	10:59 AM	7405821124	1	INCOMING	
07/13/2013	9:50 AM	7409424302	1	INCOMING	
07/13/2013	9:22 AM	3047487708	2	INCOMING	
07/12/2013	5:00 PM	7405821124	2	CADIZ	
07/12/2013	4:59 PM	7405821124	1	INCOMING	
07/11/2013	5:51 PM	9999999999	3	INCOMING	
07/11/2013	2:31 PM	7409424302	1	INCOMING	
07/11/2013	2:25 PM	7409424302	1	CADIZ	
07/10/2013	10:39 PM	7409423412	1	INCOMING	
07/10/2013	3:51 PM	7407337526	4	INCOMING	
07/10/2013	3:37 PM	7407337526	2	SMITHFIELD	
07/10/2013	2:26 PM	7405821174	3	INCOMING	
07/10/2013	12:00 PM	6146995087	1	INCOMING	
07/10/2013	11:00 AM	2342071279	1	CANTON	
07/10/2013	10:59 AM	2342071279	1	CANTON	
07/10/2013	9:37 AM	7404813751	2	INCOMING	
07/09/2013	4:26 PM	6146995087	1	INCOMING	
07/09/2013	3:01 PM	2342071279	2	INCOMING	
07/09/2013	12:23 PM	2342071279	2	INCOMING	

repair man

repair man

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