

November 20, 2014

Barcy F. McNeal, Secretary
The Public Utilities Commission of Ohio
180 East Broad Street
Columbus OH 43215-3793

RE: Case No. 14-2028-TP-CSS

Dear Secretary:

Pursuant to Rule 4901-09-01 of the Ohio Administrative Code, FairPoint Communications hereby submits the following information in response to the formal complaint alleged against the company by Ms. Laura J. Krejci.

On October 16, 2014, FairPoint received an informal complaint filed by Ms. Krejci regarding her monthly local long distance bill. A copy of the email response is attached. Ms. Krejci has had a local calling plan (Ashtabula Calling Plan) on her account since 2011 whereby she pays a flat \$10 per month fee for unlimited calling to Jefferson and Rock Creek (440-576 and 440-563 exchanges). The telephone number in question, 440-858-2282, is not part of this calling area and never has been.

FairPoint's Customer Service Manager reached out to this customer and explained that the calling plan she has on her account does not cover the 440-858 exchange. At that point, Ms. Krejci asked that the plan be removed from her account and that she be credited back to 2011 for the charges for this plan. Since calling areas are specifically requested by and explained to the customer when they are added to the account, and since there has been no contact from this customer regarding dissatisfaction with this calling plan in the three plus years it has been on her account, we denied the reimbursement.

As requested by Ms. Krejci, the calling plan was removed from her account effective September 30, 2014. At that time it was also explained to the customer that she will need to dial 1-440-NXX-XXXX for all her interLATA and intraLATA calls outside of the FairPoint calling area in order for them to be billed to her Long Distance carrier. Any calls dialed using seven-digit dialing will be billed by FairPoint at \$0.08 per minute.

FairPoint Communications hopes that this information will assist you in the resolution of this matter.

Sincerely,



M. Beth Fastiggi
State President
FairPoint Communications
P: 802.863.0797

This foregoing document was electronically filed with the Public Utilities

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Case No(s). 14-2028-TP-CSS

Summary: Correspondence Response of FairPoint Communications to alleged complaint by Ms. Laura J. Krejci electronically filed by Mrs. Beth Westman on behalf of Orwell Telephone Company d/b/a FairPoint Communications