

FILE

PERCY SQUIRE CO., LLC
341 S. Third Street, Suite 10
Columbus, Ohio 43215

16-2140-TP-CSS
(614)224-6528 Telephone
(614)224-6529 Facsimile

Percy Squire
psquire@sp-lawfirm.com

October 24, 2016

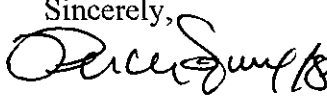
Ohio Public Utilities Commission
Attn: Docketing
180 E. Broad Street
Columbus, Ohio 43215

RE: Informal Case ID PSQU122215XE

Dear Sir or Madam:

Enclosed please find an original and three copies of the Complaint of Percy Squire Co., LLC against Level 3 Communications, LLC.

Please docket this Complaint and return a time-stamped copy to me in the enclosed self-addressed envelope.

Sincerely,

Percy Squire

PS/cp
Enclosure

2016 OCT 28 AM 11:58
PUCO

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician AMT Date Processed OCT 28 2016

FILE

RECEIVED TELECOM

2016 OCT 28 AM 11:58

PUCO

Percy Squire Co., LLC

OHIO PUBLIC UTILITIES COMMISSION
ATTN: DOCKETING
180 E. BROAD STREET
COLUMBUS, OHIO 43215

16-2140-TP-C85

341 S. Third Street, Suite 10
Columbus, Ohio 43215

Against

Level 3 Communications, LLC

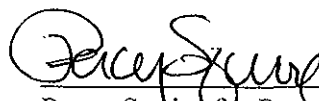
Acct. No. 266506
514 S. High Street
Columbus, Ohio 43215

I began service with Level 3, f.k.a. Time Warner, in 2006, when a VersiPak T-12 was provided to my company at 514 S. High Street, Columbus, OH 43215, on August 3, 2006. In June 2011, I requested that all of my service be ported to a new address, 341 S. Third Street, Columbus, OH 43215, which I was led by Time Warner to believe had occurred. For this reason between June 2011 and January 9, 2016, I paid Time Warner's invoices totaling \$29,923.08, See, Exhibit A. It was requested that all my services with Time Warner be transferred to 341 S. Third Street. Time Warner was not asked to retain any service at 514 S. High Street. Time Warner knew by April 2012 that no use was being made of the service at 514 S. High Street. See, Exhibit B. The claim that a complete disconnect was not requested is baseless.

In January 2016, I was made aware that the telephone and internet service that I was receiving at 341 S. Third Street was not being provided by Time Warner. What occurred is in June 2011, Time Warner did not port all of my lines over to 341 S. Third Street, but left six lines there, despite Time Warner's knowledge that my office was moving. I did not request and had no use for six lines at an address I was leaving.

I have filed an informal complaint with the Ohio Public Utilities Commission against Time Warner (Level 3, Complaint No. PSQU122215XE). Time Warner has not agreed to refund the \$29,923.08 to me as a result of this complaint. I request a full refund of the \$29,923.08 plus interest. See, Exhibit C for initial complaint.

I also request that the Ohio Public Utilities Commission file an objection with the Federal Communications Commission to A,T & T acquiring Time Warner because of Time Warner's failure to deal fairly with customer complaints.



Percy Squire for Percy Squire Co., LLC
614-224-6528 (Telephone)



Percy Squire <percysquire@gmail.com>

FW: Level 3 case ID 10096713, Account 266506, PERCY SQUIRE CO., LLC

Sperko, Sue <Sue.Sperko@level3.com>
To: "Wallace, Scott" <Scott.Wallace@level3.com>
Cc: "percysquire@gmail.com" <percysquire@gmail.com>

Thu, Dec 10, 2015 at 6:39 PM

Hi,

Here are your payments since 1/1/2011. Please let me know if you need additional information.

Thanks,

Sue

<u>Account Number</u>	<u>Invoice Date</u>	<u>Payment Date</u>	<u>Payment Amount</u>	<u>Check Number</u>
266506	7/15/2015	6/22/2015	\$546.47	000TWTPAY000328322
266506	7/15/2015	6/22/2015	\$53.53	000TWTPAY000328322
266506	6/15/2015	5/29/2015	\$42.77	000TWTPAY000322508
266506	6/15/2015	5/29/2015	\$557.23	000TWTPAY000322508
266506	5/15/2015	4/24/2015	\$568.03	000TWTPAY000314571
266506	5/15/2015	4/24/2015	\$31.97	000TWTPAY000314571
266506	4/15/2015	4/7/2015	\$577.85	000TWTPAY000308934
266506	4/15/2015	4/7/2015	\$22.15	000TWTPAY000308934

Exhibit A

266506	3/15/2015	2/27/2015	\$589.08	000TWTPAY000301157
266506	3/15/2015	2/27/2015	\$10.92	000TWTPAY000301157
266506	2/15/2015	1/16/2015	\$425.23	000TWTPAY000292278
266506	12/15/2014	12/11/2014	\$158.79	000TWTPAY000284299
266506	12/15/2014	12/11/2014	\$441.21	000TWTPAY000284299
266506	11/15/2014	11/5/2014	\$137.03	000TWTPAY000274309
266506	11/15/2014	10/27/2014	\$483.08	000TWTPAY000273077
266506	11/15/2014	10/27/2014	\$116.92	000TWTPAY000273077
266506	11/15/2014	11/5/2014	\$462.97	000TWTPAY000274309
266506	10/15/2014	9/18/2014	\$495.98	000TWTPAY000265356
266506	10/15/2014	9/18/2014	\$104.02	000TWTPAY000265356
266506	9/15/2014	8/25/2014	\$508.46	000TWTPAY000259512
266506	9/15/2014	8/25/2014	\$91.54	000TWTPAY000259512
266506	8/15/2014	7/30/2014	\$79.31	000TWTPAY000253675
266506	8/15/2014	7/30/2014	\$520.69	000TWTPAY000253675
266506	7/15/2014	6/16/2014	\$67.29	000TWTPAY000244889
266506	7/15/2014	6/16/2014	\$532.71	000TWTPAY000244889
266506	5/15/2014	5/13/2014	\$545.37	000TWTPAY000238121
266506	5/15/2014	5/13/2014	\$54.63	000TWTPAY000238121
266506	4/15/2014	3/19/2014	\$587.61	000TWTPAY000226824
266506	4/15/2014	3/19/2014	\$198.48	000TWTPAY000226824
266506	4/15/2014	4/14/2014	\$33.84	000TWTPAY000231754
266506	4/15/2014	4/14/2014	\$566.16	000TWTPAY000231754
266506	4/15/2014	3/19/2014	\$13.91	000TWTPAY000226824

266506	1/15/2014	1/9/2014	\$221.98	000TWTPAY000212001
266506	1/15/2014	1/9/2014	\$378.02	000TWTPAY000212001
266506	12/15/2013	12/11/2013	\$349.32	000TWTPAY000206150
266506	12/15/2013	12/11/2013	\$250.68	000TWTPAY000206150
266506	11/15/2013	11/12/2013	\$321.15	000TWTPAY000200361
266506	11/15/2013	11/12/2013	\$278.85	000TWTPAY000200361
266506	10/15/2013	10/9/2013	\$306.90	000TWTPAY000193976
266506	10/15/2013	9/18/2013	\$331.68	000TWTPAY000189870
266506	10/15/2013	9/18/2013	\$268.32	000TWTPAY000189870
266506	10/15/2013	10/9/2013	\$293.10	000TWTPAY000193976
266506	9/15/2013	8/21/2013	\$351.60	000TWTPAY000184598
266506	9/15/2013	8/21/2013	\$248.40	000TWTPAY000184598
266506	8/15/2013	7/12/2013	\$225.38	000TWTPAY000177176
266506	8/15/2013	7/12/2013	\$374.62	000TWTPAY000177176
266506	6/15/2013	6/10/2013	\$197.73	000TWTPAY000170765
266506	6/15/2013	6/10/2013	\$402.27	000TWTPAY000170765
266506	4/15/2013	4/10/2013	\$481.81	000TWTPAY000159746
266506	4/15/2013	4/10/2013	\$118.19	000TWTPAY000159746
266506	4/15/2013	3/18/2013	\$90.30	000TWTPAY000155745
266506	4/15/2013	3/18/2013	\$509.70	000TWTPAY000155745
266506	2/15/2013	2/12/2013	\$251.15	000TWTPAY000149152
266506	2/15/2013	2/12/2013	\$66.94	000TWTPAY000149152
266506	1/15/2013	1/10/2013	\$281.20	000TWTPAY000143550

266506	1/15/2013	1/10/2013	\$318.80	000TWTPAY000143550
266506	12/15/2012	12/11/2012	\$311.03	000TWTPAY000138357
266506	12/15/2012	12/11/2012	\$288.97	000TWTPAY000138357
266506	10/15/2012	10/11/2012	\$370.36	000TWTPAY000128468
266506	10/15/2012	10/11/2012	\$229.64	000TWTPAY000128468
266506	9/15/2012	9/10/2012	\$200.16	000TWTPAY000122909
266506	9/15/2012	9/10/2012	\$399.84	000TWTPAY000122909
266506	8/15/2012	8/7/2012	\$329.03	000TWTPAY000116923
266506	8/15/2012	8/7/2012	\$170.97	000TWTPAY000116923
266506	7/15/2012	7/12/2012	\$241.60	000TWTPAY000112839
266506	7/15/2012	7/12/2012	\$358.40	000TWTPAY000112839
266506	6/15/2012	6/4/2012	\$387.36	000TWTPAY000106796
266506	6/15/2012	6/4/2012	\$212.64	000TWTPAY000106796
266506	5/15/2012	5/10/2012	\$416.16	000TWTPAY000103440
266506	5/15/2012	5/10/2012	\$183.84	000TWTPAY000103440
266506	4/15/2012	4/13/2012	\$155.64	000TWTPAY000099310
266506	4/15/2012	4/13/2012	\$444.36	000TWTPAY000099310
266506	3/15/2012	3/13/2012	\$128.15	000TWTPAY000094412
266506	3/15/2012	3/13/2012	\$471.85	000TWTPAY000094412
266506	2/15/2012	2/13/2012	\$100.51	000TWTPAY000089537
266506	2/15/2012	2/13/2012	\$499.49	000TWTPAY000089537
266506	1/15/2012	1/9/2012	\$527.81	000TWTPAY000084282
266506	1/15/2012	1/9/2012	\$72.19	000TWTPAY000084282
266506	1/15/2012	12/15/2011	\$555.58	000TWTPAY000080729

266506	1/15/2012	12/15/2011	\$44.42	000TWTPAY000080729
266506	12/15/2011	11/16/2011	\$577.73	000TWTPAY000076265
266506	12/15/2011	11/16/2011	\$22.27	000TWTPAY000076265
266506	10/15/2011	10/12/2011	\$543.88	000TWTPAY000070689
266506	9/15/2011	9/12/2011	\$572.08	000TWTPAY000066523
266506	9/15/2011	9/12/2011	\$27.92	000TWTPAY000066523
266506	8/15/2011	8/9/2011	\$548.41	000TWTPAY000061808
266506	7/15/2011	6/30/2011	\$576.56	000TWTPAY000056384
266506	7/15/2011	6/30/2011	\$23.44	000TWTPAY000056384
266506	6/15/2011	6/9/2011	\$572.74	000TWTPAY000053052
266506	5/15/2011	5/9/2011	\$576.78	000TWTPAY000048734
266506	4/15/2011	4/12/2011	\$531.80	000TWTPAY000044685
266506	3/15/2011	3/14/2011	\$46.07	000TWTPAY000040958
266506	3/15/2011	3/14/2011	\$553.93	000TWTPAY000040958
266506	2/15/2011	2/8/2011	\$18.37	000TWTPAY000036003
266506	2/15/2011	2/8/2011	\$481.63	000TWTPAY000036003
266506	2/15/2011	1/18/2011	\$505.10	000TWTPAY000033318
266506	2/15/2011	1/18/2011	\$94.90	000TWTPAY000033318
266506	1/15/2011	12/22/2010	\$6.15	000TWTPAY000030236
			\$29,923.08	

From: Wallace, Scott

Sent: Thursday, December 10, 2015 2:43 PM

To: Sperko, Sue

Subject: FW: FW: Level 3 case ID 10096713, Account 266506, PERCY SQUIRE CO., LLC

Hi Sue-

Would you be able to answer this?

Thanks,

Scott

From: Percy Squire [mailto:percysquire@gmail.com]

Sent: Thursday, December 10, 2015 1:13 PM

To: Wallace, Scott <Scott.Wallace@level3.com>

Subject: Re: FW: Level 3 case ID 10096713, Account 266506, PERCY SQUIRE CO., LLC

Please tell me how much I have paid since June 2011

On Thu, Dec 10, 2015 at 11:16 AM, Wallace, Scott <Scott.Wallace@level3.com> wrote:

From: Wallace, Scott

Sent: Thursday, December 10, 2015 10:11 AM

To: 'psquire@sp-lawfirm.com' <psquire@sp-lawfirm.com>

Subject: Level 3 case ID 10096713, Account 266506, PERCY SQUIRE CO., LLC

Dear Percy,

My name is Scott Wallace and I have been assigned to your case ID# 10096713 .

I am in the process of investigating your request. I do not see that we have a disconnect request on file from you in 2011. Please provide documentation supporting that a request was sent in to disconnect service in June 2011. Currently, the objective is to resolve disputes within 30 to 45 days from date of receipt and I will work to get this closed as quickly as possible for you.

If you would like to provide additional information or have questions regarding your request, please reply to this email. In order to better serve you, it is important to provide your case ID# in all communications.

Billing requests may also be submitted and tracked 24/7 online via the MyLevel3SM Portal. Visit customerportal.level3.com for more information.

At Level 3, we value your business and look forward to providing you with world-class service in the future.

Thank you,

Scott Wallace
Billing Coordinator II
Customer Financial Services
Level 3 Communications
2342 Technology Drive
O'Fallon, MO 63368
p: 636.625.7144
f: 303.803.9648
e: scott.wallace@level3.com


Looking for an easier way to manage your Level 3 services? MyLevel3SM is our online account management tool that allows you to manage your services 24 hours a day, seven days a week. Contact me today to get registered for the portal, or for more information visit customerportal.level3.com.

www.level3.com



—

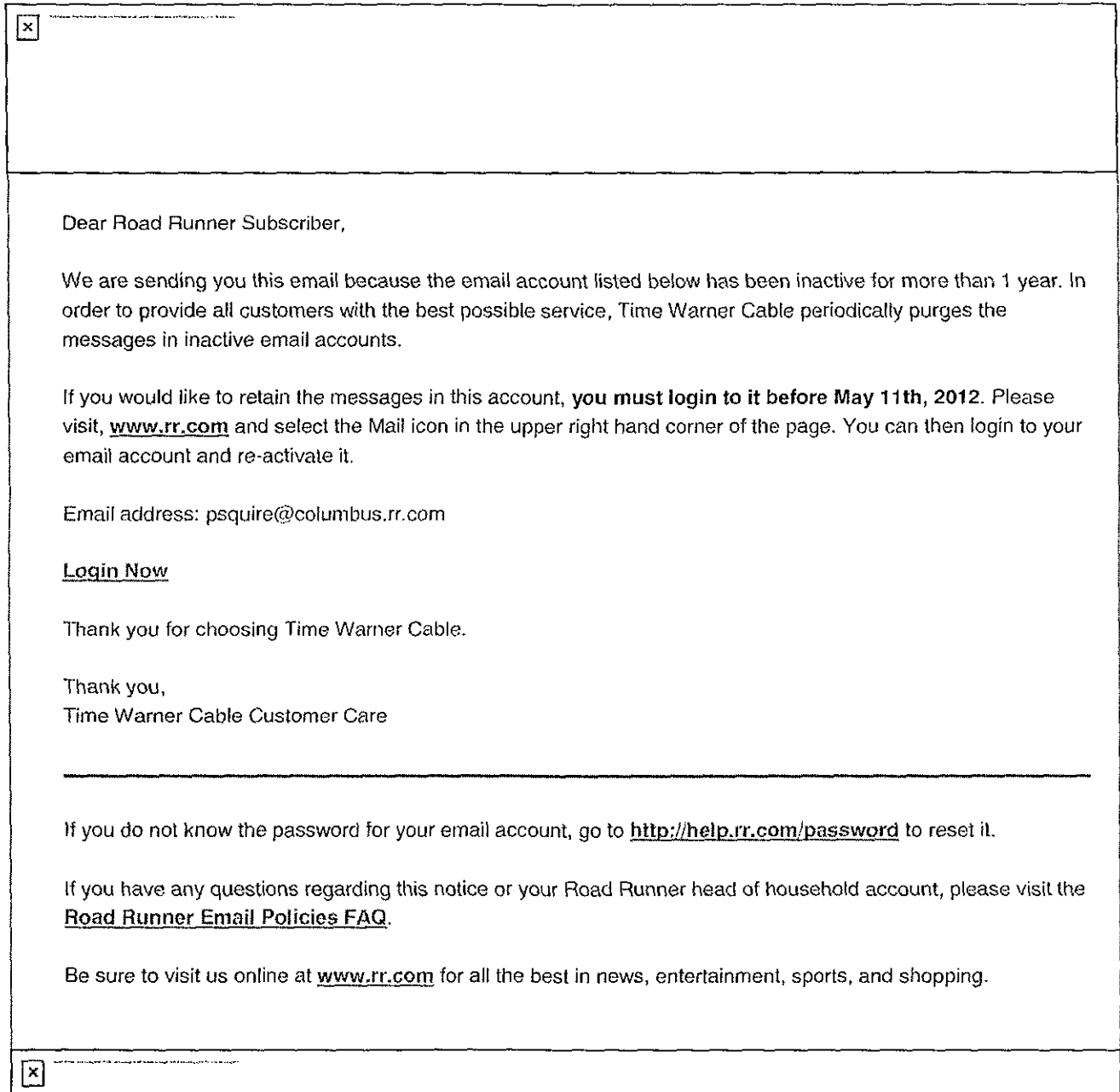
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 **image001.gif**
3K

Percy Squire

From: Time Warner Cable <timewarnercable@corp-mail.timewarnercable.com>
Sent: Monday, April 23, 2012 5:30 PM
To: Percy Squire
Subject: Important notice about your Road Runner email account

[View Web Version](#)



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This message was sent to psquire@dep-lawfirm.com. Parts of this message may contain promotional information about Time Warner Cable and its services. To change your personal settings please [click here](#). If you do not wish to receive any further emails from Time Warner Cable, [safely unsubscribe](#), or write to TWC DNI, 526 S. Main Street, Suite 705, Akron, Ohio 44311.

Percy Squire

From: Time Warner Cable <timewarnercable@corp-mail.timewarnercable.com>
Sent: Monday, April 23, 2012 5:30 PM
To: Percy Squire
Subject: Important notice about your Road Runner email account

[View Web Version](#)



Dear Road Runner Subscriber,

We are sending you this email because the email account listed below has been inactive for more than 1 year. In order to provide all customers with the best possible service, Time Warner Cable periodically purges the messages in inactive email accounts.

If you would like to retain the messages in this account, **you must login to it before May 11th, 2012**. Please visit, www.rr.com and select the Mail icon in the upper right hand corner of the page. You can then login to your email account and re-activate it.

Email address: psquire@columbus.rr.com

[Login Now](#)

Thank you for choosing Time Warner Cable.

Thank you,
Time Warner Cable Customer Care

If you do not know the password for your email account, go to <http://help.rr.com/password> to reset it.

If you have any questions regarding this notice or your Road Runner head of household account, please visit the **[Road Runner Email Policies FAQ](#)**.

Be sure to visit us online at www.rr.com for all the best in news, entertainment, sports, and shopping.



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**Public Utilities
Commission**

Asim Z. Haque, Chairman

Commissioners

Lynn Slaby
M. Beth Trombold
Thomas W. Johnson
M. Howard Petricoff

October 11, 2016

Percy Squire
341 S Third St
Ste 10
Columbus, OH 43215

CASE ID: PSQU122215XE

Dear Mr. Squire:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO). Enclosed is the necessary information for filing a formal complaint as well as a copy of the informal investigation done on your behalf.

Please note that all filings must be made on 8-1/2 by 11 inch paper. You must provide one original and two copies of the complaint.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

Mariner Taft
Customer Service Investigator
Service Monitoring and Enforcement Department

Enclosure: case history

Exhibit C

Case Report With History

ID: PSQU122215XE Type: Investigation Investigator: Taft, Mariner Status: Reopened
Saved: \$ Department: IAD Origin: E-Mail

Service Address: 341 S Third St Columbus, Columbus, OH 43215, Franklin

Service Type: Commercial AIQ: NIQ: (614) 224-6528

Industry: Solicitation:

LEC

Utility Company in Complaint:

Level 3 Communications, LLC

Territory:

Case Issues:

General Issue

Specific Issue

Billing

Billing Dispute

Consumers:

Squire, Percy

Mailing: 341 S Third St Ste 10 Columbus, OH 43215
Email: percysquire@gmail.com
Mobile: (614) 309-0155

Old Home: 541 S High St Columbus, OH 43215
Email: percysquire@gmail.com
Mobile: (614) 309-0155

Mailing: 341 S Third St Ste 10 Columbus, OH 43215
Email: percysquire@gmail.com
Fax: (614) 224-6529

Old Home: 541 S High St Columbus, OH 43215
Email: percysquire@gmail.com
Fax: (614) 224-6529

Events:

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Email	Received	Phillips, Billie	12/22/2015 4:04:25PM	Squire, Percy

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Opened	Case Management	Bell, Terry	12/22/2015 4:07:12PM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Assigned	Case Management	Bell, Terry	12/22/2015 4:07:12PM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Email	Posted	Taft, Mariner	12/23/2015 8:09:01AM	Squire, Percy

Notes:

To: percysquire@gmail.com

CC:

BCC:

Subject: Utilities Complaint Acknowledgement. Case: PSQU122215XE

Percy Squire
341 S Third St
Ste 10
Columbus, OH 43215

Dear Mr. Squire:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding Level 3 Communications, LLC. I opened an investigation on your behalf and will advise you of my progress. Please note that the Company has 10 business days in which to respond to my initial information request.

Your case number is PSQU122215XE. If you have questions or need additional information, please contact me by selecting reply to this e-mail or call our hotline at 1-800-686-PUCO (7826).

Sincerely,

Mariner Taft
Customer Service Investigator
Service Monitoring and Enforcement Department

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Email	Posted	Taft, Mariner	12/23/2015 8:12:23AM	Squire, Percy

Notes:

To: diane.peters@level3.com

CC:

BCC:

Subject: Initial Complaint. Case: PSQU122215XE

PUBLIC UTILITIES COMMISSION OF OHIO

Initial Submission of a Consumer Complaint
Please respond within 10 business days

CUSTOMER: Percy Squire
COMPANY:
ADDRESS: 341 S Third St
Ste 10
Columbus, OH 43215

SERVICE ADDRESS: 341 S Third St, Ste 10, Columbus OH, 43215, Franklin
CASE ID: PSQU122215XE
AIQ:

NIQ: (614) 224-6528
CBR: (614) 309-0155

DESCRIPTION OF ISSUE/CONCERN:

Please work to adjust the disputed amount charged from 2011 to the customer's account or check to ensure it is accurately billed. What type of service does the customer have? Are they a customer of the company at this point? Has the company been sending disconnect notices since 2011? What discussions have occurred between the customer and the company and how can we work to resolve their concerns?

<HTML><META HTTP-EQUIV="content-type" CONTENT="text/html; charset=utf-8">

From: webmaster@puc.state.oh.us <smtp:webmaster@puc.state.oh.us>
To: PUCO
ContactThePUCO <smtp:contactthepuco@puc.state.oh.us>
Subject: PUCO CONTACT
FORM: 104245
Received: 12/22/2015 2:40:31 PM
Message:
 WEB ID:
104245 AT:12-22-2015 at 02:40 PM
<P>Related Case Number: </P>
<P>TYPE: Complaint</P>
<P>NAME: Mr. Percy Squire </P>
<P>CONTACT SENDER ? Yes </P>
<P>MAILING ADDRESS:</P>

341 s.third st suite 10
columbus , Ohio 43215
USA
<P></P>
<P>PHONE INFORMATION:</P>

Home: 6142246528
Alternative: 6143090155
Fax: 6142246529
<P></P>
<P>E-MAIL: percysquire@gmail.com</P>
<P></P>
<P>INDUSTRY:Phone</P>
<P>ACCOUNT INFORMATION:</P>

Company: Level Three Communications
Name on account: Percy Squire Co LLC
Service address: 341 s.third st suite 10

Service phone: 6142246528

Account Number: 266506

<P></P>

<P>COMPLAINT DESCRIPTION: </P>

<P>Level Three has charged my company since June 2011 for telephone service that was due for disconnection and not provided . As a result I have overpaid \$29,923.08. </P>

<P></P></smtp:contactthepuco@puc.state.oh.us></smtp:webmaster@puc.state.oh.us>

Mariner Taft
Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	12/23/2015 9:08:11AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Email	Posted	Taft, Mariner	1/7/2016 2:57:27PM	Squire, Percy

Notes:

To: diane.peters@level3.com

CC:

BCC:

Subject: Second Request for Information. Case: PSQU122215XE

SECOND REQUEST

PUBLIC UTILITIES COMMISSION OF OHIO
Second Request for Information

Regarding the Initial Submission of a Consumer Complaint
Please respond within 5 days

CASE ID: PSQU122215XE

CUSTOMER: Percy Squire

COMPANY:

ADDRESS: 341 S Third St

Ste 10

Columbus, OH 43215

SERVICE ADDRESS: 341 S Third St, Ste 10, Columbus OH, 43215, Franklin
ACCOUNT NUMBER:

NIQ: (614) 224-6528

CBR: (614) 309-0155

DESCRIPTION OF ISSUE:

Do we have a final response for the customer's concerns? Please respond once one is available.

Sincerely,

Mariner Taft
Compliance Investigator
Investigation and Audit Division

614-995-2008 Fax

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	1/8/2016 6:20:01PM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	1/8/2016 6:20:01PM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Email	Posted	Taft, Mariner	1/19/2016 10:13:00AM	Squire, Percy

Notes:

To: diane.peters@level3.com

CC:

BCC:

Subject: Third Request for Information. Case: PSQU122215XE

PUBLIC UTILITIES COMMISSION OF OHIO

SUBMISSION OF A CONSUMER COMPLAINT
THIRD REQUEST FOR INFORMATION
PLEASE RESPOND WITHIN 48 HOURS

CASE ID: PSQU122215XE

CUSTOMER: Percy Squire

COMPANY:

ADDRESS: 341 S Third St

Ste 10

Columbus, OH 43215

SERVICE ADDRESS: 341 S Third St, Ste 10, Columbus OH, 43215, Franklin

ACCOUNT NUMBER:

NIQ: (614) 224-6528

CBR: (614) 309-0155

DESCRIPTION OF ISSUE:

When the port request was placed in June 2011, was the port request from TW Telecom to Patek? Do we know from which company to which company the port was going from and going to? When a port request is placed, would it normally go from one telcom to another telcom company, thus assuming disconnection of service from the company the customer was porting from and connection of service the customer ports service to? Please clarify. Please refer to the details contained in the original submission of the complaint and respond within 48 hours.

Sincerely,

PUCO PSQU122215XE Percy Squire.pdf
LEVEL 3 COMMUNICATIONS, LLC
PUBLIC UTILITIES COMMISSION OF OHIO

(Via email:

ContactThePUCO@puc.state.oh.us)

Date of Complaint: December 23, 2015

Date of Response: January 8, 2016

Consumer Name: Percy Squire

Case Number: PSQU122215XE

Complaint Summary:

Percy Squire contacted the Public Utilities Commission of Ohio alleging that Level 3 had charged his company since June 2011 for telephone service that was due for disconnection and not provided.

Investigation Summary:

Percy Squire Co., LLC purchased a bundled service from tw telecom that included voice services and internet access with associated local loop. Billing was initiated effective August 3, 2006.

Reviewing tw telecom records, Paetec submitted an order to tw telecom on July 11, 2011 (LSR 22538, PON 20661821) to port six telephone numbers from the account: 614-224-6515 and 614-224-6525 thru 6529. tw telecom records show that the order remarks stated, "Remaining services stay." Following the port,

voice services on twelve lines, internet service and the associated local loop remained in service.

Our investigation found no evidence of a disconnect request, either from the gaining carrier in its July 11, 2011 LSR or from the customer, and the customer continued to make payments on the account through July 2015.

The first evidence of a disconnection-related customer inquiry was a call from the customer on December 9, 2015, followed by a disconnect order that the customer submitted through the web portal. The end bill date is scheduled for January 9, 2016.

The billing was for valid services provided and no credit is due.

We would be happy to investigate further if Mr. Squire can provide evidence that the company requested disconnection prior to December 14, 2015.

Response Submitted By:

Diane L. Peters

Sr. Regulatory Affairs Manager

Level 3 Communications, LLC

225 Kenneth Drive

Rochester, New York 14623

(585) 255-1425

Mariner Taft

Compliance Investigator

Investigation and Audit Division

614-995-2008 Fax

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	1/20/2016 9:58:44AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	1/20/2016 11:56:43AM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Email	Posted	Taft, Mariner	1/21/2016 3:04:47PM	Squire, Percy

Notes:

To: diane.peters@level3.com

CC:
BCC:
Subject: Follow-up E-mail. Case: PSQU122215XE

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Percy Squire

341 S Third St
Ste 10
Columbus, OH 43215
(614) 224-6528

CASE ID: PSQU122215XE

Notes:

Why is TW Telecom mentioned when Level 3 is the company that Mr. Squire contracted for telecom services? Is TW Telecom a subsidiary of Level 3? Has the customer been contacted since filing the puco complaint? If so, what was discussed during this call?

PUCO PSQU122215XE Percy Squire.pdf
LEVEL 3 COMMUNICATIONS, LLC
PUBLIC UTILITIES COMMISSION OF OHIO

(Via email:

ContactThePUCO@puc.state.oh.us)

Date of Complaint: December 23, 2015

Date of Response: January 8, 2016

Consumer Name: Percy Squire

Case Number: PSQU122215XE

Complaint Summary:

Percy Squire contacted the Public Utilities Commission of Ohio alleging that Level 3 had charged his company since June 2011 for telephone service that was due for disconnection and not provided.

Investigation Summary:

Percy Squire Co., LLC purchased a bundled service from tw telecom that included voice services and internet access with associated local loop. Billing was initiated effective August 3, 2006.

Reviewing tw telecom records, Paetec submitted an order to tw telecom on July 11, 2011 (LSR 22538, PON 20661821) to port six telephone numbers from the

account: 614-224-6515 and 614-224-6525 thru 6529. tw telecom records show that the order remarks stated, "Remaining services stay." Following the port,

voice services on twelve lines, internet service and the associated local loop remained in service.

Our investigation found no evidence of a disconnect request, either from the gaining carrier in its July 11, 2011 LSR or from the customer, and the customer continued to make payments on the account through July 2015.

The first evidence of a disconnection-related customer inquiry was a call from the customer on December 9, 2015, followed by a disconnect order that the

customer submitted through the web portal. The end bill date is scheduled for January 9, 2016.

The billing was for valid services provided and no credit is due.

We would be happy to investigate further if Mr. Squire can provide evidence that the company requested disconnection prior to December 14, 2015.

Response Submitted By:

Diane L. Peters

Sr. Regulatory Affairs Manager

Level 3 Communications, LLC
225 Kenneth Drive
Rochester, New York 14623
(585) 255-1425

From: Mariner Taft

Compliance Investigator
PUCO/SMED/IAD

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	1/22/2016 1:36:03PM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Research	Case Management	Taft, Mariner	1/25/2016 2:16:39PM	

Notes:
review em response.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Email	Posted	Taft, Mariner	1/27/2016 10:49:44AM	Squire, Percy

Notes:
To: diane.peters@level3.com
CC:
BCC:
Subject: Follow-up E-mail. Case: PSQU122215XE

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Re: Percy Squire

341 S Third St
Ste 10
Columbus, OH 43215
(614) 224-6528

CASE ID: PSQU122215XE

Notes:
When the customer called on 12/9/15 and the order to cancel or port the remaining 12 numbers was placed, were other issues discussed as to why the 12 remaining numbers had not been cancelled or ported to another telecom provider?

PUCO PSQU122215XE Percy Squire.pdf
LEVEL 3 COMMUNICATIONS, LLC
PUBLIC UTILITIES COMMISSION OF OHIO
(Via email:
ContactThePUCO@puc.state.oh.us)
Date of Complaint: December 23, 2015
Date of Response: January 8, 2016
Consumer Name: Percy Squire

Case Number: PSQU122215XE

Complaint Summary:

Percy Squire contacted the Public Utilities Commission of Ohio alleging that Level 3 had charged his company since June 2011 for telephone service that was due for disconnection and not provided.

Investigation Summary:

Percy Squire Co., LLC purchased a bundled service from tw telecom that included voice services and internet access with associated local loop. Billing was initiated effective August 3, 2006.

Reviewing tw telecom records, Paetec submitted an order to tw telecom on July 11, 2011 (LSR 22538, PON 20661821) to port six telephone numbers from the account: 614-224-6515 and 614-224-6525 thru 6529. tw telecom records show that the order remarks stated, "Remaining services stay." Following the port, voice services on twelve lines, internet service and the associated local loop remained in service.

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The billing was for valid services provided and no credit is due.

We would be happy to investigate further if Mr. Squire can provide evidence that the company requested disconnection prior to December 14, 2015.

Response Submitted By:

Diane L. Peters

Sr. Regulatory Affairs Manager

Level 3 Communications, LLC

225 Kenneth Drive

Rochester, New York 14623

(585) 255-1425

From: Mariner Taft

Compliance Investigator
PUCO/SMED/IAD

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Call	Received	Wiget, Sherrie	1/28/2016 10:56:05AM	Squire, Percy

Notes:

Diane Peters from Level 3 communications called to talk to MT. mistakenly disconnected her call.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Call	Received	Thompson, Shawr	1/28/2016 11:03:52AM	Squire, Percy

Notes:

Caller, Diane Peters - states that she was just speaking w Sherrie who was going to connect her to Mariner - trans to MT.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Call	Received	Taft, Mariner	1/28/2016 11:19:44AM	Squire, Percy

Notes:

level 3_diane peters calls to discuss most recent email. there was a 12/10/15 email between l3_scott wallace and the customer that diane will try to forward. no further discussions between the company and the customer, if the customer has documentation of requesting the remaining 12 lines for voice service, internet service and the underlying circuit for the internet service could be forwarded to scott walace showing that these lines/services were requested cancelled or ported in 2011, the company would consider adjusting the requested \$29,000+ disputed

amount.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Email	Received	**Auto Email Proc	1/28/2016 5:19:02PM	
<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Call	Posted	Taft, Mariner	1/29/2016 9:28:06AM	Squire, Percy

Notes:

vm customer that per company response, the company will not do a adjustmne on the disputed \$29,923.08 charges for voice services, internet services and the underlying circuits to provide the internet service for the remaining 12numbers. company records show that the remaining 12lines were requested to stay, the initial six lines were ported to a different provider from 7/11/11 port request. company would look into customer's concerns further if provided documentation such as a email from when requested portout in 7/11 to show that 12 lines were requested as well as the six lines and internet services and underlying circuits to provide internet services were requested as well. leave hotline number as cbr.

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Closed	Case Management	Taft, Mariner	1/29/2016 9:28:15AM	

Notes:

Close this case

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Consumer	Call	Received	Yonkura, Michael	10/6/2016 11:05:18AM	Squire, Percy

Notes:

Caller is requesting that this case be emailed or mailed to him for review. Advised caller of process.

If possible, please email to caller on 10/6.

Caller also requesting FC form

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Opened	Case Management	Frye, Pam	10/6/2016 3:07:46PM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Case Assigned	Case Management	Frye, Pam	10/6/2016 3:07:46PM	

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Utility Company	Letter	Posted	Frye, Pam	10/11/2016 3:48:08PM	Squire, Percy

<u>Source</u>	<u>Event</u>	<u>Communication</u>	<u>Created By</u>	<u>Date</u>	<u>Consumer</u>
Internal	Research	Case Management	Taft, Mariner	10/11/2016 3:50:25PM	

Notes:

send draft letter to pf for review.

Your complaint should show that a rule, tariff, rate, charge or practice affecting the service of the public utility is unjust and unreasonable or that the public utility has:

- Violated the law.
- Failed to follow the rules and regulations on file with the PUCO.
- Discriminated against you.
- Provided you with inadequate service.
- Failed to provide you with service.

When you have completed the formal complaint form, please mail **one original and two copies on 8 ½" x 11" paper to:**

Public Utilities Commission of Ohio

Docketing Division

180 E. Broad St.

Columbus, OH 43215-3793

Once the PUCO receives your complaint, a case number will be assigned to the complaint and a copy will be mailed to the utility with instructions to file an answer and any other response with the Commission within 20 days. The utility will also provide you with a copy of its answer or other response.

Be sure to include your case number on any information or response that you send to the PUCO that is related to your case.

An attorney examiner from the PUCO will then be assigned to review your complaint and the utility's response to determine jurisdiction and if reasonable grounds for your complaint exist. If the attorney examiner determines that there are reasonable grounds and jurisdiction for your complaint, the attorney examiner will schedule a prehearing settlement conference and a hearing on separate days. Both the settlement conference and hearing will be held at the PUCO's offices in Columbus.

The PUCO has made it a policy to conduct prehearing settlement conferences for every complaint case brought before it. The PUCO wants to ensure that every attempt to settle the matter to the satisfaction of both parties has been made before a formal hearing is held. An attorney examiner, who has not been assigned to the complaint, presides over the settlement conference. If a resolution to the complaint is still not achieved by the end of the settlement conference, the public hearing will be held on the scheduled date.

Both sides must attend the settlement conference. The prehearing settlement conference gives each side an opportunity to discuss the issues relevant to the complaint, allow both sides to ask questions of each other, and provide an atmosphere where there is ample opportunity to resolve the complaint. Failure to attend the settlement conference may result in the Commission concluding that you do not wish to pursue your claims and dismissing the complaint.

At the public hearing if the party filing the complaint (complainant) is a corporation an attorney must represent that party. In all complaint cases, the complainant must prove the allegations he/she is

making. The complainant must be prepared to attend the public hearing and present any and all evidence that supports the complaint. The utility will have a chance to present its side of the story. After the hearing, the Commission will review the evidence presented in the case and issue a decision in the form of a written "Opinion and Order". The Commission will base its decision on the evidence presented and Ohio law. You will receive a copy of the Commission's decision by mail. Both you and the utility can ask the Commission to reconsider its decision. The reconsideration request must be made within 30 days from the date of the Commission issues its decision.

Helpful Provisions in Ohio Law

4901-9-01 Ohio Administrative Code

Complaint proceedings

(A) All complaints filed under section 4905.26 of the Revised Code, except complaints filed by a public utility concerning a matter affecting its own product or service, shall be in writing and shall contain the name of the public utility complained against, a statement which clearly explains the facts which constitute the basis of the complaint, and a statement of the relief sought. Sample complaint forms may be obtained by contacting the commission's Service Monitoring and Enforcement Department. If discrimination is alleged, the facts that allegedly constitute discrimination must be stated with particularity. Upon receipt of such a complaint, the docketing division shall serve a copy of the complaint upon the public utility complained against, together with instructions to file an answer with the commission in accordance with the provisions of this rule. The public utility complained against shall file its answer with the commission within twenty days, or such period of time directed by the commission, the legal director or attorney examiner assigned to the case, after the mailing of the complaint, and shall serve a copy upon all parties in accordance with rule 4901-1-05 of the Administrative Code. An answer must be filed in accordance with this paragraph, whether or not the public utility files a motion to dismiss the complaint or any other motion in response to the complaint.

(B) Each defense to a complaint shall be asserted in an answer. In addition, the following defenses or assertions may, at the option of the public utility complained against, also be raised by motion.

- (1) Lack of jurisdiction over the subject matter;
- (2) Lack of jurisdiction over the person;
- (3) Failure to set forth reasonable grounds for complaint; and
- (4) Satisfaction of the complaint or settlement of the case.

(C) The public utility shall state in its answer, in short and plain terms, its defenses to each claim asserted, and shall admit or deny the allegations upon which the complainant relies. If the public utility is without sufficient knowledge or information to form a belief as to the truth of an allegation, it shall so state and this has the effect of a denial. If the public utility intends in good faith to deny all of the allegations in the complaint, it may do so by general denial. If it does not intend to deny all of the allegations in the complaint, it shall either make specific denials of designated allegations or paragraphs, or generally deny all allegations except those

allegations or paragraphs that it expressly admits. Unless otherwise ordered by the commission, the legal director, or the attorney examiner assigned to the case, all material allegations in the complaint which are not denied in the answer shall be deemed admitted for purposes of the proceeding.

(D) If a person filing a complaint against a public utility is facing termination of service by the public utility, the person may request, in writing, that the commission provide assistance to prevent the termination of service during the pendency of the complaint. The person must explain why he or she believes that service is about to be terminated and why the person believes that the service should not be terminated. A person making a request for assistance must agree to pay during the pendency of the complaint all amounts to the utility that are not in dispute. The Commission will issue a ruling on the request.

(E) If the public utility complained against files an answer or motion which asserts that the complaint has been satisfied or that the case has been settled, the complainant shall file a written response within twenty days after the service of the answer or motion, indicating whether the complainant agrees or disagrees with the utility's assertions, and whether he or she wishes to pursue the complaint. If no response is filed within the prescribed period of time, the commission may presume that satisfaction or settlement has occurred and dismiss the complaint. Any filing by a utility that asserts that a complaint has been satisfied or that the case has been settled shall include a statement or be accompanied by another document that states that, pursuant to a commission rule, the complainant has twenty days to file a written response agreeing or disagreeing with the utility's assertions and that, if no response is filed, the commission may presume that satisfaction or settlement has occurred and dismiss the complaint.

4905.26, Ohio Revised Code

Complaints as to Service

Upon complaint in writing against any public utility by any person, firm, or corporation, or upon the initiative or complaint of the public utilities commission, that any rate, fare, charge, toll, rental, schedule, classification, or service, or any joint rate, fare, charge, toll, rental, schedule, classification, or service rendered, charged, demanded, exacted, or proposed to be rendered, charged, demanded, or exacted, is in any respect unjust, unreasonable, unjustly discriminatory, unjustly preferential, or in violation of law, or that any regulation, measurement, or practice affecting or relating to any service furnished by the public utility, or in connection with such service, is, or will be, in any respect unreasonable, unjust, insufficient, unjustly discriminatory, or unjustly preferential, or that any service is, or will be, inadequate or cannot be obtained, and, upon complaint of a public utility as to any matter affecting its own product or service, if it appears that reasonable grounds for complaint are stated, the commission shall fix a time for hearing and shall notify complainants and the public utility thereof. Such notice shall be served not less than fifteen days before hearing and shall state the matters complained of. The commission may adjourn such hearing from time to time.

The parties to the complaint shall be entitled to be heard, represented by counsel, and to have process to enforce the attendance of witnesses.

Upon the filing of a complaint by one hundred subscribers or five per cent of the subscribers to any telephone exchange, whichever number be smaller, or by the legislative authority of any municipal corporation served by such telephone company that any regulation, measurement, standard of service, or practice affecting or relating to any service furnished by the telephone company, or in connection with such service is, or will be, in any respect unreasonable, unjust, discriminatory, or preferential, or that any service is, or will be, inadequate or cannot be obtained, the commission shall fix a time for the hearing of such complaint.

The hearing provided for in the next preceding paragraph shall be held in the county wherein resides the majority of the signers of such complaint, or wherein is located such municipal corporation. Notice of the date, time of day, and location of the hearing shall be served upon the telephone company complained of, upon each municipal corporation served by the telephone company in the county or counties affected, and shall be published for not less than two consecutive weeks in a newspaper of general circulation in the county or counties affected.

Such hearing shall be held not less than fifteen nor more than thirty days after the second publication of such notice.

How to File a Complaint with the Public Utilities Commission of Ohio

There are two ways you can file a complaint with the Public Utilities Commission of Ohio (PUCO). One is an informal complaint, which is handled by the staff of the PUCO's Service Monitoring and Enforcement Department, and the other is a formal complaint, which is handled by the PUCO's Legal Department staff and ultimately decided by the PUCO's Commissioners.

Informal Complaint Procedure

Most utility complaints can be resolved by the staff of the PUCO's Call Center through an informal process. The Call Center can be reached at (800) 686-PUCO (7826) from 8:00 am to 5:00 pm Monday through Friday. Consumers can also fill out the online informal complaint form available at www.PUCO.ohio.gov, or can write to the PUCO at 180 East Broad Street, Columbus, Ohio, 43215.

When you contact the PUCO, please be prepared to provide the facts about your complaint clearly and completely. After your initial contact with our Call Center, an investigator will contact the utility and try to resolve your issue in a way that is agreeable to both you and the company. If the investigator is unable to resolve your informal complaint, you have the right to file a formal complaint against the utility company in accordance with Ohio Revised Code Section 4905.26.

Formal Complaint Procedure

The following information outlines the formal complaint procedure and contains a form you can use to initiate your formal complaint. Please be sure to read the following information carefully. There are procedures that must be followed in order for your formal complaint to be investigated further by the PUCO.

A formal complaint states in writing the reason for your complaint. The filing of a formal complaint starts a case before the PUCO. The proceedings involved in the formal complaint process are similar to those held in a court of law. Certain rules must be followed during the formal complaint process.

Your complaint should include:

- Your name, address, and telephone number.
- The account number and service address your complaint is referencing.
- A statement indicating whether you are a customer of the utility company.
- The name of the public utility you are filing a complaint against.
- A brief statement that summarizes the facts which are the basis of your complaint, including the time period involved in your complaint.
- A brief statement that describes what you would like the Commission to do about your complaint.