

FILE

24

17-1947-TP-CSS

Fax

To: PUCO

From:

KEN LOGAN

Fax: 614 • 4~~44~~
728-8373

Pages: 10

Phone:

Date: 11-13-17

Re: DANIEL FULLIN

cc:

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

RECEIVED-DOCKETING DIV
2017 NOV 29 AM 10:19
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 ke Date Processed 11/29/17

November 12, 2017

Public Utilities Commission
180 East Broad
Columbus, Ohio 43215

Attn: Daniel Fullin
Case # 17-1947-TP-CSS

RECEIVED-DOCKETING DIV
2017 NOV 29 AM 10:19
PUCO

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My complaint stands as repeated in all the other Faxes. TWC denied me access to my paid for phone connection for over 20 days. Even after I had made several calls to TWC to fix this problem, it NEVER WAS as provided in past correspondence. I have provided a copy of the rights I have as a consumer with regard to Cable company rules and regulations. It clearly states that any time any one of my services is OUT OR NOT AVAILABLE, then the responsible company is to give me a WHOLE DAYS CREDIT ON THAT ITEM.

As for any other complaints that I may have against TWC, I will be more than happy to provide them to the commission if it is requested.

Kenneth B. Logan
2489 Edsel Ave.
Columbus, Ohio 43207

November 12, 2017

Public Utilities Commission
180 East Broad
Columbus, Ohio 43215

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Kenneth B. Logan
2489 Edsel Ave.
Columbus, Ohio 43207

Transmission Report

Date/Time 11-07-2017 09:34:44 Transmit Header Text
Local ID 1 1111 Local Name 1 CML

This document : Confirmed**Document size : 8.5"x11"**

Total Pages Scanned : 30

Total Pages Confirmed : 30

No.	Job	Remote Station	Start Time	Duration	Pages	Line	Mode	Job Type	Results
001	160	614-555-1212	09:20:38 11-07-2017	00:13:06	30/30	1	EC	HS	CP14400

Abbreviations:

HS: Host send
HR: Host receive
WS: Waiting send

PL: Polled local
PR: Polled remote
MS: Mailbox save

MP: Mailbox print
RP: Report
FF: Fax Forward

CP: Completed
FA: Fall
TU: Terminated by user

TS: Terminated by system
G3: Group 3
EC: Error Correct

Transmission ReportDate/Time
Local ID 111-03-2017
1111

03:13:12 p.m.

Transmit Header Text
Local Name 1

CML MAR

This document : Confirmed

Document size : A4

Total Pages Scanned : 30

Total Pages Confirmed : 30

No.	Job	Remote Station	Start Time	Duration	Pages	Line	Mode	Job Type	Results
001	596	16147288373	02:48:24 p.m. 11-03-2017	00:24:00	30/30	1	EC	HS	CP14400

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HR: Host receive
WS: Waiting sendPL: Polled local
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RP: Report
FF: Fax ForwardCP: Completed
FA: Fail
TU: Terminated by userTS: Terminated by system
G3: Group 3
EC: Error Correct

614-466-0457

11:41 AM

Fax

To: Public Utilities Com From: Kenneth B. Logan

Fax: 614-728-8373 Pages: ~~22~~ ~~30~~ 31

ME → Phone: 614-984-6667 Date: 11-3-2017

Re: DANIEL FULLIN cc:

☐ Urgent ☐ For Review ☒ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

Transmission ReportDate/Time
Local ID 109-27-2017
1111

13:08:51

Transmit Header Text
Local Name 1

CML

This document : Confirmed

Document size : 8.5"x11"

Total Pages Scanned : 28

Total Pages Confirmed : 28

No.	Job	Remote Station	Start Time	Duration	Pages	Line	Mode	Job Type	Results
001	571	16147528351	12:48:59 09-27-2017	00:19:01	28/28	1	EC	H5	CP14400

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RP: Report
FF: Fax ForwardCP: Completed
FA: Fall
TU: Terminated by userTS: Terminated by system
G3: Group 3
EC: Error Correct

filed

11/7

10:11 am

Fax

To: Public Utilities Comm From: KENNETH B. HOGAN
Fax: 614-752-8351 Pages: 28
Phone: _____ Date: 9-27-2017
Re: KLOG071217KG cc: _____

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:



Public Utilities Commission

KLOGO 7127KG
Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

KENNETH B. LOGAN
Customer Name (Please Print)

2489. Edsel Ave
Customer Address

Columbus OHIO 43207
City State Zip

Against

KLOGO 7127KG
Account Number

TIME WARNER CABLE
Utility Company Name

Columbus OHIO 43215
City State Zip
Customer Service Address (if different from above)

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

PLEASE SEE ATTACHED PAGES 28

Kenneth B. Logan
Signature

614-420-2306
Customer Telephone Number

September 24, 2017

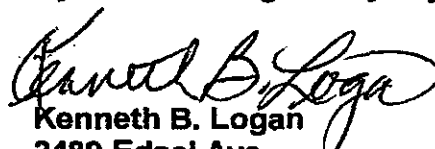
To: Public Utilities Commission
180 East Broad
Columbus, Ohio 43215-3793

Case Number -17-1947-TP-CSS

I am not sure if this additional evidence will help with my complaint against TWC/Spectrum, but I will try and be more specific if possible. But given the 20 some pages already submitted I'm not sure that anything else can be cited other then the regulations page from your web site.

As cleraly stated on that page it says that "at any time that my cable service provider does not provide me with an entire day-meaning at least 8 hrs of continuous service, then they are required to adjust my billing by one whole days service charge". Given the fact TWC DENIED ME MY HOME PHONE SERVICE FOR A 20 DAY TIME PERIOD; THAT THAT FACT ALONE SHOULD BE ENOUGH TO CLEAR UP ANY AND ALL CHARGES THAT THEY SAY I OWE THEM.

Given the 24 pages of evidence of my constant problems with TWC denying me access to my own account, so I could keep track of my service usage and the amount that was due on my billing, then I feel that that would sufficent enough to cover any and all charges they say that I owe them.


Kenneth B. Logan
2489 Edsel Ave.
Columbus, Ohio 43207

Public Utility Commissioner of Ohio Video service regulation in Ohio

On June 25, 2007, Governor Strickland signed Senate Bill 117, which created a new, state-issued video-authorization process to replace the local cable television franchise process. The law gave the Ohio Department of Commerce jurisdiction over cable television providers who are granted state-issued video authorization, but not over satellite television providers.

Prior to the effective date of the law, a company that intended to provide cable television service had to obtain a local cable franchise from each municipality or township. A company may apply for a state-issued cable authorization, which may consist of multiple communities. The authorization term is 10 years, but cable television providers with state-issued video-service authorizations are required during this period to file an application immediately to amend their authorization to reflect any changes to the information contained in the original application.

Traditionally, there has been only minimal competitive entry by telephone companies into Ohio's video programming market, in part because local franchise requirements may present barriers to entry. It is believed that issuing statewide authorizations will expedite the deployment of a state-of-the-art infrastructure for delivering video and broadband services to Ohioans, some of whom have not had access to high-speed data services. Additionally, the law will bring new competitors to cable and satellite video providers.

The law gives the Department of Commerce authority to investigate any alleged violation of or failure to comply with certain provisions of the law. However, the Department does not have any authority to regulate the rates, terms or conditions of a provider's service -- including the networks or television stations that the video-services company decides to carry.

Consumer complaints

All cable television companies with state-issued video-service authorization are required to comply with the following customer service standards:

Service interruptions

- The provider will restore video service within 72 hours after the customer reports a service interruption or other problem, if the cause was not a natural disaster.
- The customer will receive a credit to his or her bill if the customer reported a service interruption and that disruption was caused by the provider and lasted more than four hours in a given day. The provider will give the customer a credit in the amount of each day's video service as would be billed to the customer.
- The customer will receive a credit to his or her bill if the customer reported a service interruption, and that disruption was not caused by the provider and it lasted more than 24 consecutive hours. For each hour of service interruptions, the provider will give the customer a credit in the amount of the cost per hour video service as would be billed to the customer.

Notices to customers

Fax 614-752-8351

~~RECEIVED 07/12/17~~ Public

KLOG071217

11:33 AM
PU00
RAY
WED
7-12-17

Transmission Report

Date/Time
Local ID 1

11-13-2017
1111

13:44:20

Transmit Header Text
Local Name 1

CML

This document : Confirmed

Document size : A4

Total Pages Scanned : 10

Total Pages Confirmed : 10

No.	Job	Remote Station	Start Time	Duration	Pages	Line	Mode	Job Type	Results
001	376	614-555-1212	13:40:54 11-13-2017	00:02:47	10/10	1	EC	HS	CP14400

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TS: Terminated by system
G3: Group 3
EC: Error Correct

WRONG
Sent to wrong

11-13-17
Verified by
Library!

Fax

To: PUCOFrom: KEN LOGANFax: 614 • 4~~48~~ • 728-8373Pages: ~~11~~ 11

Phone:

Date: 11-13-17Re: DANIEL FULLIN

cc:

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

2nd time

Transmission Report

Date/Time 11-03-2017 03:13:12 p.m. Transmit Header Text
Local ID 1 1111 Local Name 1 CMLMAR

This document : Confirmed**Document size : A4**

Total Pages Scanned : 30

Total Pages Confirmed : 30

No.	Job	Remote Station	Start Time	Duration	Pages	Line	Mode	Job Type	Results
001	596	16147288373	02:48:24 p.m. 11-03-2017	00:24:00	30/30	1	EC	HS	CP14400

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614-466-0457 11:41 AM

November 12, 2017


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Columbus, Ohio 43215

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Case # 17-1947-TP-CSS

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Columbus, Ohio 43207

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Local ID 1 1111 Local Name 1 CML

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ME → Phone: 614-984-6667 Date: 11-3-2017

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• Comments:

Transmission Report

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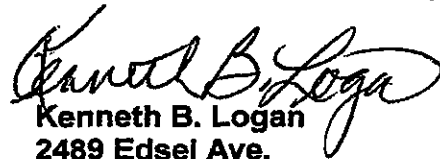
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KLOG071217

11:33 AM
PU00
RAY
WED
7-12-17

Transmission Report

Date/Time 11-13-2017 13:44:20
Local ID 1 1111

Transmit Header Text
Local Name 1 CML

This document : Confirmed

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11-13-17
Verified by
Library!

Transmission Report

Date/Time
Local ID1

11-13-2017
1111

13:55:50

Transmit Header Text
Local Name 1

CML

This document : Confirmed

Document size : A4

Total Pages Scanned : 11

Total Pages Confirmed : 11

No.	Job	Remote Station	Start Time	Duration	Pages	Line	Mode	Job Type	Results
001	378	614-555-1212	13:52:08 11-13-2017	00:03:03	11/11	1	EC	HS	CP14400

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Did it again
3rd try!
Library doesn't
know why ???
Not where this was
to go!!!