

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
GEORGE KING,**

**COMPLAINANT,**

**v.**

**CASE NO. 17-1542-TP-CSS**

**FRONTIER NORTH, INC.**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on February 1, 2018

{¶ 1} Pursuant to R.C. 4927.21, the Commission has authority to consider written complaints filed against a telephone company by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the telephone company that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.

{¶ 2} Respondent, Frontier North, Inc. (Frontier), is a telephone company as defined in R.C. 4905.03 and, as such, is subject to the jurisdiction of this Commission.

{¶ 3} On July 3, 2017, George King (Complainant) filed a complaint against Frontier. The complaint alleges, among other things, that Complainant has experienced problems in completing calls due to noisy static. Complainant further alleges that Frontier has billed him for calls that he was unsuccessful in placing. Also, Complainant alleges that Frontier disconnected his phone service on the evening of May 8, 2017. According to the Complainant, on June 20, 2017, Frontier called him, indicating that “the phone was fixed and working fine,” then later billed him for phone usage that he disputes.

{¶ 4} Frontier filed its answer on July 24, 2017. In its answer, Frontier admits that it sent a notice of disconnection for nonpayment in May 2017. Frontier further asserts

however, that despite nonpayment, it did not disconnect Complainant's services. Beyond this, Frontier, in its answer, denies all other allegations of the complaint and sets forth several affirmative defenses.

{¶ 5} The attorney examiner finds that this matter should be scheduled for a settlement conference. The purpose of the settlement conference will be to explore the parties' willingness to negotiate a resolution in lieu of an evidentiary hearing. In accordance with Ohio Adm.Code 4901-1-26, any statements made in an attempt to settle this matter without the need for an evidentiary hearing will not generally be admissible to prove liability or invalidity of a claim. An attorney examiner from the Commission's legal department will facilitate the settlement process. However, nothing prohibits any party from initiating settlement negotiations prior to the scheduled settlement conference.

{¶ 6} Accordingly, a settlement conference shall be scheduled for February 20, 2018, at 1:30 p.m., at the Commission offices, 180 East Broad Street, 12th floor, Conference Room 1247, Columbus, Ohio 43215-3793. The parties should bring with them all documents relevant to this matter. If a settlement is not reached at the conference, the attorney examiner will conduct a discussion of procedural issues. Procedural issues for discussion may include discovery dates, possible stipulations of facts, and potential hearing dates.

{¶ 7} Pursuant to Ohio Adm.Code 4901-1-26(F) the representatives of the public utility shall investigate the issues raised on the complaint prior to the settlement conference, and all parties attending the conference shall be prepared to discuss settlement of the issues raised and shall have the authority to settle those issues.

{¶ 8} As is the case in all Commission complaint proceedings, the complainant has the burden of proving the allegations of the complaint. *Grossman v. Public Util. Comm.*, 5 Ohio St.2d 189, 214 N.E. 2d 666 (1966).

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That a settlement conference be scheduled for February 20, 2018, at 1:30 p.m. at the Commission offices, 180 East Broad Street, 12th floor, Conference Room 1247, Columbus, Ohio 43215-3793. It is, further,

{¶ 11} ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

s/Daniel Fullin

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By: Daniel E. Fullin  
Attorney Examiner

JRJ/sc

**This foregoing document was electronically filed with the Public Utilities**

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**Case No(s). 17-1542-TP-CSS**

Summary: Attorney Examiner Entry scheduling settlement conference for 02/20/2018 in accordance with Paragraph 6 electronically filed by Sandra Coffey on behalf of Daniel Fullin, Attorney Examiner, Public Utilities Commission of Ohio