

17-2114-TP-CSS

The Church of Miracle Ministries

Pastor Johnnie Graham Jr

308 Maeder Ave. Dayton, Ohio, 45427

Case no 17-2114-TP-CSS

I brought my paper work up to Columbus Ohio December 5 2017 so my paper work were in Columbus three month before March 7. 2012 I had Frontier to monitor the phone phone no 937-835 3217. they found out very letter called were going out so they cut the Bill on 308 Maeder ave. the Bill were cut down to 41.00 or 44.60. this is with inside wire maintenance-Bus telecom Relay service 44.14. all the Bill over 44.14 are to much when i had a router to stop the inside wire maintenance this is when they sence this man over to cut my line on 937-835-3217

Pastor Johnnie Graham Jr

May The Lord Bless And Keep You---

Pastor Johnnie Graham

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Technician Am Date Processed 4/26/18

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**Account Summary**

**New Charges Due Date** 6/15/16

**Billing Date** 5/22/16

**Account Number** 937-835-3217-031896-5

**PIN** 7910

**Previous Balance** 106.91

**Payments Received Thru 4/26/16** -48.82

Thank you for your payment!

**Balance Forward** 58.09

**New Charges** 58.09

**Total Amount Due** **\$116.18**



**Manage Your Account**

**To Pay Your Bill**

Online: [Frontier.com](http://Frontier.com) 1.800.801.6652

Pay by Mail

**To Contact Us**

Chat: [Frontier.com](http://Frontier.com) Online: [Frontier.com/helpcenter](http://Frontier.com/helpcenter)

1.800.921.8102 Email: [ContactBusiness@ftr.com](mailto:ContactBusiness@ftr.com)

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- Send and receive texts on your computer or mobile device
- Use your existing business landline number
- No new equipment required

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|                                       |                       |                |
|---------------------------------------|-----------------------|----------------|
| <b>Account Summary</b>                |                       |                |
| <b>New Charges Due Date</b>           |                       | 2/16/16        |
| <b>Billing Date</b>                   |                       | 1/22/16        |
| <b>Account Number</b>                 | 937-835-3217-031896-5 |                |
| <b>PIN</b>                            | 7910                  |                |
| <b>Previous Balance</b>               | 48.00                 |                |
| <b>Payments Received Thru 1/06/16</b> | -48.00                |                |
| Thank you for your payment!           |                       |                |
| <b>Balance Forward</b>                | .00                   |                |
| <b>New Charges</b>                    | 48.12                 |                |
| <b>Total Amount Due</b>               |                       | <b>\$48.12</b> |



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**Manage Your Account**

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**To Contact Us**

Chat: [Frontier.com](http://Frontier.com) Online: [Frontier.com/helpcenter](http://Frontier.com/helpcenter)

1.800.921.8102 Email: [ContactBusiness@ftr.com](mailto:ContactBusiness@ftr.com)



**CURRENT BILLING SUMMARY**

Local Service from 11/22/12 to 12/21/12

| Qty Description                        | 937/835-3217.0 | Charge       |
|--|----------------|--------------|
| <b>Basic Charges</b>                   |                |              |
| Business Line - Measured               |                | 24.09        |
| 2 Federal Subscriber Line Charge - Bus |                | 7.00         |
| Ohio State E911 Surcharge              |                | .24          |
| Access Recovery Charge                 |                | 3.00         |
| Federal Tax                            |                | 1.06         |
| Federal USF Recovery Charge            |                | 1.22         |
| <b>Total Basic Charges</b>             |                | <b>36.61</b> |
| <b>Optional Services</b>               |                |              |
| Inside Wire Maintenance - Bus          |                | 7.50         |
| Telecom Relay Service                  |                | .03          |
| <b>Total Optional Services</b>         |                | <b>7.53</b>  |

**TOTAL 44.14**

**CUSTOMER TALK**

Please immediately pay any Balance Before Current Charges to avoid collection activities. All other charges should be paid when due to keep your account current. To avoid disconnection of local service, you must pay \$36.64.

The Federal Communications Commission (FCC), in conjunction with the Federal Trade Commission (FTC), has established a National Do Not Call Registry for consumers who wish to avoid receiving many kinds of telemarketing calls. Customers previously registered with State Do Not Call registries should be registered with the National Registry. Telemarketers who continue to call consumers who have placed their telephone numbers on the registry or had previously registered for any State Do Not Call list are subject to substantial fines. In addition, the FCC amended its rules to require, among other things, that telemarketers transmit their Caller ID information and to unblock their numbers. To sign up a residential number for the National Do-Not-Call Registry or to verify a number is included on the Registry, visit [www.donotcall.gov](http://www.donotcall.gov) or call the FTC's toll-free number at 1-888-382-1222, (TTY users, 1-866-290-4236), from the number to be registered.

Consumers must re-register if they change their telephone number. Numbers remain on the Do-Not-Call List until a customer actively deletes the number from the Registry by calling 1-888-382-1222 (TTY users, 1-866-290-4236).

Additional Notification for Customers Making Telephone Solicitations - Customers making telephone solicitations can obtain the federal Do Not Call requirements by accessing the FCC's Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991 at <http://www.fcc.gov/cgb/policy/telemarketing.html>, 47 CFR Section 64.1200; and the FTC's amended Telemarketing Sales Rule at <http://www.ftc.gov/bcp/rulemaking/tsr/>, 16 CFR Part 310. Telemarketers can access the Do-Not-Call list at <https://telemarketing.donotcall.gov/>.

**THREE MONTHS OF FREE INTERNET.** Purchase a qualifying plan of new Business High-Speed Internet and phone with our new lower pricing and receive three months of free internet service. Plus your price is protected for the length of your two-year agreement. It'll be your best business decision of the season. Find out how you can start saving at 1-877-501-5663.

**HAVE YOU SIGNED UP FOR ONLINE BILL PAY YET?** Save time and money by paying bills electronically. Frontier Online Bill Pay helps you manage your bills without the worry of paper bills, writing checks and paying postage. Set up is quick and easy at [Frontier.com/BillPay](http://Frontier.com/BillPay). It's simple, secure and free.

**FRONTIER CONFERENCING.** Connect and collaborate with customers and employees across the country or around the world. Audio and web conferencing let you stay productive and save on travel costs at the same time Call 1-877-501-5663 to find out more.

**CURRENT BILLING SUMMARY**

Local Service from 01/22/16 to 02/21/16

| Qty Description                        | 937/835-3217.0 | Charge       |
|--|----------------|--------------|
| <b>Basic Charges</b>                   |                |              |
| Business Line - Measured               |                | 26.59        |
| 2 Federal Subscriber Line Charge - Bus |                | 8.13         |
| Federal Excise Tax                     |                | 1.15         |
| Federal USF Recovery Charge            |                | 1.48         |
| OH St Access Recovery Surcharge        |                | 3.00         |
| OH St Telecom Relay Service Surcharge  |                | .03          |
| OH 911 Surcharge                       |                | .24          |
| <b>Total Basic Charges</b>             |                | <b>40.62</b> |
| <b>Non Basic Charges</b>               |                |              |
| Inside Wire Maintenance - Bus          |                | 7.50         |
| <b>Total Non Basic Charges</b>         |                | <b>7.50</b>  |

**TOTAL 48.12**

**CUSTOMER TALK**

If your bill reflects that you owe a Balance Forward, you must make a payment immediately in order to avoid collection activities. You must pay a minimum of \$40.62 by your due date to avoid disconnection of your local service. All other charges should be paid by your due date to keep your account current.

Effective January 1, 2016, both the Federal Universal Service Fund (USF) Surcharge and the Frontier Long Distance (USF) surcharge are increasing to 18.2%. Please call Customer Service with any questions.



**CURRENT BILLING SUMMARY**

Local Service from 05/22/16 to 06/21/16

| Qty Description                        | 937/835-3217.0 | Charge       |
|--|----------------|--------------|
| <b>Basic Charges</b>                   |                |              |
| Business Line - Measured               |                | 26.59        |
| 2 Federal Subscriber Line Charge - Bus |                | 8.13         |
| Other Charges-Detailed Below           |                | 10.00        |
| Federal Excise Tax                     |                | 1.15         |
| Federal USF Recovery Charge            |                | 1.45         |
| OH St Access Recovery Surcharge        |                | 3.00         |
| OH St Telecom Relay Service Surcharge  |                | .03          |
| OH 911 Surcharge                       |                | .24          |
| <b>Total Basic Charges</b>             |                | <b>50.59</b> |
| <b>Non Basic Charges</b>               |                |              |
| Inside Wire Maintenance - Bus          |                | 7.50         |
| <b>Total Non Basic Charges</b>         |                | <b>7.50</b>  |

**TOTAL 58.09**

**\*\* ACCOUNT ACTIVITY \*\***

| Qty Description    | Order Number | Effective Dates |              |
|--------------------|--------------|-----------------|--------------|
| 1 Late Payment Fee |              | 5/22            | 10.00        |
| 937/835-3217       |              | <b>Subtotal</b> | <b>10.00</b> |
|                    |              | <b>Subtotal</b> | <b>10.00</b> |

**CUSTOMER TALK**

If your bill reflects that you owe a Balance Forward, you must make a payment immediately in order to avoid collection activities. You must pay a minimum of \$101.18 by your due date to avoid disconnection of your local service. All other charges should be paid by your due date to keep your account current.



Check out [www.FrontierOnline.com](http://www.FrontierOnline.com) for great products, special offers and complete customer service information.

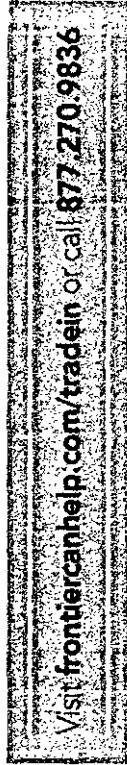
|                                 |                       |
|---------------------------------|-----------------------|
| <b>Account Summary</b>          |                       |
| Date Due                        | 11/16/15              |
| Billing Date                    | 10/22/15              |
| Account Number                  | 937-835-3217-031896-5 |
| Amount of Last Bill             | 50.49                 |
| Payments Received Thru 10/05/15 | 50.49CR               |
| Thank you for your payment!     |                       |
| Balance Before Current Charges  | .00                   |
| New Charges                     | 48.00                 |
| <b>Total Amount Due</b>         | <b>\$48.00</b>        |

**Contacting Us**  
 Your Personal Identification Number is 7910  
 Billing Questions [www.frontier.com](http://www.frontier.com)  
 Business 1-877-387-3477

## TRADE IN YOUR OUTDATED PHONE SYSTEM AND SAY HELLO TO UP TO \$5,000!

### The Frontier Top Dollar Telephone Trade-In Is On!

Get up to a \$5,000 Trade-In Allowance toward the purchase of a new, feature-rich business phone system, including a 3-year Smart Maintenance plan, when you trade in and upgrade to Frontier! Choose from two great providers, AVAYA® and Mitel®.



Limited time offer for West Virginia and Ohio customers. Offer expires October 31, 2015. Requires trade-in of old phone system with 10 or more handsets, purchase of new Mitel or Avaya phone system with number of handsets equal to or greater than the number of handsets of phone system being traded in, and purchase of 36-month Smart Maintenance plan. Old phone system must be in acceptable condition as determined in Frontier's sole discretion. Cannot trade in batteries or other hazardous materials. Trade-in allowance is \$5000 for old systems with 25 or more handsets or \$2500 for old systems with 10 to 24 handsets. Other terms and conditions apply. Frontier reserves the right to withdraw this offer at any time. All services marks and trademarks belong to their respective owners and are used with permission. © 2015 Frontier Communications Corporation.

CASE No 17-214-7D 285

**INTERROGATORY NO. 5**

Identify all exhibits that you intend to utilize and/or introduce at any hearing in this Formal

Complaint. at 308 Mader ave, Groceries cut my telephone  
ANSWER: line then called over this for myself to  
come 308 Mader ave Church 2016  
summer time, when the fire burnt my  
telephone lose no one called me three  
mont. 2015

**INTERROGATORY NO. 6**

Identify all lay witnesses that you intent to call at the hearing in this Formal Complaint.

ANSWER:



DOCUMENT REQUESTS

Pursuant to Ohio Administrative Code 4901-1-16 to 4901-1-24, please produce the following:

REQUEST FOR PRODUCTION NO. 1

Any and all documents or communications referenced, referred to, or relied upon in your responses to any of the Interrogatories.

RESPONSE:

~~43.66~~ 40.62 43.66 Inside wire maintenance  
937 835 750. 2012 had the Bill  
3217 Monitor to bring the Bill  
down phone were not use that much

REQUEST FOR PRODUCTION NO. 2

Produce all documents that you intend to introduce as evidence in this Formal Complaint.

RESPONSE:

Date of Bill 44.14 - 1-22-16 / 48.12  
5-22-16 / 58.09 - 401-22-15 - 48.00 / 2-22-16  
48.15 + 8-22-15 48-28 / 522-16-116-18  
3-17-16 48-15 / 2-16-16 48.12 / 11-16-15 - 48.00

REQUEST FOR PRODUCTION NO. 3

If you do not agree that the attached Exhibit A includes all bills for the Account from March 2015 to February 2018, produce all other bills for the Account in Your possession.

RESPONSE:

1-17-17 41.12  
1 22 16 41.12  
5-22-15 47.73  
1 15-16 48.00  
12-22 15 48.00  
3-18-18 98.10