

**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 May 1, 2019

**I. SUMMARY**

{¶ 1} Upon review, the Commission dismisses this complaint for lack of prosecution.

**II. DISCUSSION**

{¶ 2} 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.

{¶ 3} 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.

{¶ 4} 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.

{¶ 5} 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.

{¶ 6} The parties participated in a settlement conference but have been unable to resolve the dispute giving rise to this complaint case.

{¶ 7} By Entry issued February 7, 2019, this matter was scheduled for hearing to take place on March 28, 2019, at the offices of the Commission.

{¶ 8} At the March 28, 2019 hearing, counsel for Frontier and the attorney examiner were present but the Complainant did not appear. Efforts to contact the Complainant have gone unanswered. Accordingly, the Commission finds that the complaint should be dismissed for lack of prosecution.

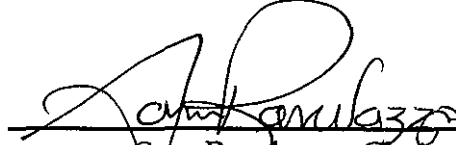
### III. ORDER

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That the complaint be dismissed for lack of prosecution. It is, further,

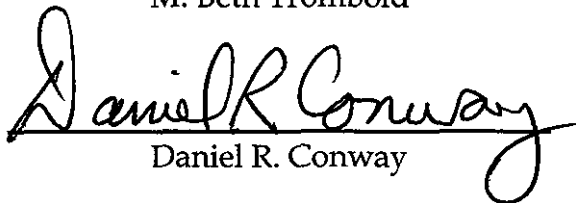
{¶ 11} ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

  
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Sam Randazzo, Chairman

  
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M. Beth Trombold


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Lawrence K. Friedeman

  
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Daniel R. Conway

  
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Dennis P. Deters

JRJ /mef

Entered in the Journal  
MAY 01 2019

  
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Tanowa M. Troupe  
Secretary