

FILE
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RECEIVED-DOCKETING DIV
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PUCO

Public Utilities Commission of Ohio

Jeffrey Jones

180 E Broad St

Columbus, Ohio 43215

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Re: Hiles Centurylink Case

Technician SLL Date Processed 8.21.23

Dear Jeff.

I have conversed with you by email and a couple of times by phone and sir I told you an invoice would be sent to PUCO for payment on a case that according to the FCC and the Ohio AG Consumer Office PUCO should have the right to settle this case as I was directed by the FCC over 3 years ago after CenturyLink violated the service clauses of the Ohio Law for close to 2 years sir.

As I stated, I was very patient with Centurylink for many months knowing they were making a technology change but sir when I am lied to and me and my family's lives are harmed by their poor service and misconduct, even their own employees stated after reviewing my home and equipment that this was Centurylink's front office problem..I followed all the laws and reporting rules of it without resolution. It even disrupted calls to my heart surgeon's office being badly affected by their poor service after me having major heart surgery sir! That is way over the line and if PUCO fails to settle this case with Centurylink and PUCO it will escalate the case further. If an attorney and court have to get involved it just will escalate the damages as well as PUCO paying for added inflation and interest Jeff. A copy of this is going to my State Rep and the State Chairman Rep. over the Ohio Public Utilities Commission.

I sent you and them the law on it and since it involved my landline phone sir if this doesn't fall as cited under PUCO plus, I incurred serious additional damages from PUCO, who does it come under? It is evenm amazing that PUCO publishes what they should have done in this case on their own website all over the State of Ohio and you were provided a copy of it and so was my State Rep.

I have included in this letter of notice a damages cost given how long this case happened and has unfolded when it should have been resolved soon after it was first reported to the FCC over 3 years and was not! If Centurylink sold their business to another firm then PUCO given the documented facts of this case and several witnesses, including Centurylink employees, a written testimony from a former NBA player, a local attorney who himself incurred numerous problems with Centurylink, and others, PUCO is not getting off without doing their job

I ask you Jeff does the Ohio Consumer Protection Act mean anything to PUCO? If PUCO wants to claim they are getting away with their responsibility due to this being a bundled package being involved then explain why for I sent you the Ohio law that covers this case and a Centurylink tech Rep in PA that I worked with even saw it first handed when speaking with me and occurred and he had to call me back. A fact

So PUCO had and has a major problem in this case and if PUCO fails to do now what the FCC and Consumer Division of the Ohio AG's Office state it was PUCO's case to settle and should have done so a long time ago, the damages will only continue as I said to increase until it is resolved justly as they promoted and if not you tell me and others why our tax dollars are being spent to fund PUCO?

The damages cost are as follows:

Centurylink owes us	\$ 50,000.00
PUCO owes us	<u>\$ 100,000.00</u>
Total \$	150,000.00

Given the documented facts what took place and the length of time it has gone on unsettled, it is PUCO's responsibility to handle this case as should have been before now and collect or pay what both owe us given this cases enormity.

Regards,



Marshall G Hiles

208 Bruce St.

Eaton, Ohio 45320 45329

Cc: Rep Rodney Creech

Rep Dick Stein Committee Chairman