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PUBLIC SERVICE
COMMISSION

October 17, 2024

Ms. Rosemary Tutt
Consumer Service Branch Manager
Kentucky Public Utility Commission
211 Sower Blvd.
Frankfort, Kentucky 40601

Mark A. Bergman [REDACTED]
57 Apple Drive,
Independence, Kentucky 41051-9269

Re: Formal Complaint of Barry W. Bergman
Vs. Cincinnati Bell Inc./ Alta Fiber

Dear Ms. Tutt:

Enclosed please find three copies of a complaint which I am filing for my 82 year of brother, Barry consisting of three pages each, including attached copies of a related check from the listed companies involved. Please return to me a file stamped copy from your office and advise regarding anything you will require further to obtain the requested relief sought for him.

I trust that you will find them in order for the purpose of seeking the relief to which they are addressed. If you find anything missing from them that you will require or suggest as helpful relating to the issues at hand, please advise me promptly, preferably in writing.

I am appreciate of your assistance and co-operation in this matter as my struggling senior brother could use a break in his many difficulties; I am doing by best to help a good man with a lot of problems.

Please advise if you find the enclosures proper, as well as anything you will require further anything that I might do to assist your office to help me to obtain from your office the bit of relief that I feel he deserves!

Wishing you well, I am,

Sincerely yours,



Mark A. Bergman

FORMAL COMPLAINT
BEFORE THE PUBLIC SERVICE COMMISSION OF KENTUCKY

page 1 of 2

MARK A. BERGMAN, * (hereinafter : MAB)
(Durable Power of Attorney for BARRY W. BERGMAN * (hereinafter : BWB) and
Full Biological Brother of same)
57 Apple Drive, Independence, Kentucky, 41051-9269

Complainant

re. residential phone #

[REDACTED] res. Land-line]

vs.

Cincinnati Bell, Inc. d.b.a. Alta Fiber
P.O. Box 748003
CINCINNATI, Ohio 45274-8003

Relief sought: restoration of above service
and reinstitution of U.S.P.O. billing to
U.S.P.O. billing to complainant's address
recited herein.

Defendant

- 1 Complainant, residing at the above address, and so residing there since approximately july, 1975 whereat the residential phone number of [REDACTED] assists formal complaint in this matter and with his affairs generally. Barry's formal residence address is 468 General Drive, Ft. Wright, Kentucky 41011, and has been so since approximately 1990.
2. Defendant and/or its subsidiary or separate legal entity has peviously cut off Mark A. Bergman's land line without his authorization and/or consent having been rendered in any form or manner whatsoever, thereby causing him to complain to the K.P.U.C., Consumer Division, with reference to that termination of service.
3. Mark A. Bergman in and about the time frame of November, 2019, advised Cincinnati Bell Telephone and/or it' related legal entity, Alta Fiber (the exact relation of which is unknown to the complainant presently) , in that same time frame of his assumption of duties on behalf of BWB and has taken over payment of all billing of his accounts etc. etc., paying by check account of BWB's, his legally appropriate debts. BWB has since been excused from Jury Duty in Kenton Co. of reword by his physician "For Medical reasons" which has remained "of record in his county of residence to this D.P.O.A..
4. Despite the fact that MAB has been paying the telephone bills of BWB for all this time since expired from said November, 2019, by U.S. Mail, Defendants have cut off BWB's land-line telephone, as they had done as to MAB. Without authorization. Moreover, Complainant has

sent certified Mail inquiries requesting details of his own psreviously referred termination of service to defendants without receiving so much as a written reply, discrimination notice etc.. thereto. Moreover, given the distance between MAB's residence and that of BWB's residence, and BWB's advanced age and condition, IT IS EXPREMELY IMPORTANT FOR THE HEALTH AND WELL BEING OF BWB, THAT MAB BE ABLE TO MAINTAIN LAND-LINE CONTACT WITH THE RESIDENCE AT 468 General Drive, Fort Wright, KY, CONTINUOUSLY AT ALL TIMES. Additionally **MAB does NOT have internet connection himself and that is not likely to change in the near future.** (Even if it did or would do so, it would likely be defeated by BWB's medical condition complications in any event or other likely scenarios!

5. MAB currently holds a check from Cincinnati Bell dated August 15, 2024 for \$ 28.41 as #02179927 which he has not requested and is unwilling to cash in light of all the foregoing recitations, suggesting a pattern of deliberate, calculated disregard for BWB and will not seek to cash i—or make suitable arrangements for its return if Defendants do not themselves wish to stop payment on it with their own bank or issuer (see copy enclosed).

THEREFORE, on behalf of BWB I make the request that this Public Service Commission by and through Rosemary Tutt, its Consumer Service Branch Division Manager, issue all appropriate, and complete relief, including, but not limited to restoration of BWB's land-line telephone connection for the indefinite future, directing minimally that U.S.P.O billing be issued henceforth, directed to Mark A. Bergman's home address listed herein to continually secure Barry's rights to service!

Signed 
Mark A. Bergman

ENCL. cc check aforementioned, Cincinnati Bell/Altafiber, THREE COPIES STAMPED COPY RETURN REQUESTED TO COMPLAINTANTS

REFUND CLOSED CREDIT BALANCE
ACCOUNT [REDACTED]

CHECK NO.
02179927

TOTAL ***28.41**

REFUND CLOSED CREDIT BALANCE
ACCOUNT [REDACTED]

AUG 15, 2024

$$\frac{13-51}{420}$$

No.02179927

PAY

*****28.41

■ TWENTY-EIGHT DOLLARS AND FORTY-ONE CENTS *****

TO THE
ORDER OF

BARRY BERGMAN
57 APPLE DR
INDEPENDENCE KY 41051


PAY ONLY 2841
THE FIRST CTS/CIS

VOID AFTER 90 DAYS

John Duckworth

Void Over \$28.41

NP

DOCUMENT CONTAINS BLUE PANTOGRAPH & MICROPRINTING. BACK HAS THERMOCHROMIC INK & A WATERMARK. HOLD AT AN ANGLE TO VIEW. VOID IF NOT PRESENT.