

August 19, 1024

Rosemary, Supervisor
Consumer Services Division
Kentucky Public Utility Commission
9269211 Sowers Boulevard
Frankfort, Kentucky 40601 (502) 564-3940

Mark A. Bergman
57 Apple Dr.
Independence, KY 41051-
[REDACTED]

Dear Rosemary:

Barry W. Bergman
468 General Dr.
Fort Wright, KY 41011
[REDACTED]

You may recall me writing and or speaking to you not long ago regarding my telephone number above, recounting how Alta Fiber of Cincinnati, Bell Telephone, without my consent and against my express will placed me on Electronic Billing, defaulted me when they had not sent me a paper bill that I had a 50 year history of paying by mail—both as to the numbers above. I had a history of paying those accounts by mail without use of the internet, on and to which I do not ascribe or use. They then proceeded to charge me late and reinstitution of service fees. At my request you intervened and required them to reinstitute U.S.P.O billing. I have been receiving from them, or their legal predecessor bills on both the accounts (as far back as November, 2019 when I took over most all of Barry's affairs [REDACTED]) Hence they were well aware of all the facts I am reciting herein.

Yet Alta Fiber has not shut down Barry's landline just as they did mine. This puts him at risk for serious complications to his health and well-being as he resides somewhat independently mostly in Ft. Wright, but only with my help—from my home nine miles distant from him. Given these facts, what they have done is in my opinion illegal and probably an attempt to bully everyone into internet service. It smells of class-action, tortious behavior. As it is the commission's business to look after the less affluent, disadvantaged members of the polity who cannot afford the net or otherwise have connection thereto—that is egregious behavior in my view.

As a political science graduate with a doctor of laws, I have had occasion to deal with many such consumer rip-offs that often get ignored because the average person is too pressed with the demands of life to pursue remedies. (I am sure such persons may number in the hundreds or thousands. I am asking you therefore to remedy this action as to my brothers phone account, while advising me about the process of filing formal complaints to keep our telephone provider from acting in this fashion. I will appreciate your prompt, written reply to this letter.

Sincerely yours,


Mark A. Bergman

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