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PUBLIC SERVICE
COMMISSION

December 9, 2024

Mr. Andy Bowker
Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, Kentucky 40601

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

Re: Formal Complaint vs. Alta Fiber/ Cin. Bell Telephone
Case No. 2024-00377---10/17/24 et. seq. re tel.#

[REDACTED] AND NOW including # [REDACTED]

REQUEST TO AMEND COMPLAINT & PROCEEDINGS TO
INCLUDE COMPLAINANT'S RESIDENCE TELEPHONE # ABOVE

Dear Sir::

After calling the Commission with questions regarding substance and procedure in the above matter, I spoke with you on/about 11/25/24 addressing some of them and the fact that I DO NOT HAVE ACCESS TO THE INTERNET BY HOME TERMINAL OR CELL PHONE ETC..

Since that time I wish to report a recent, relevant development thereto. I wish to advise that in the afternoon of December 6th, 2024 after making several calls from home, I lost a dial tone completely on my residence landline, and consequently had to travel 9 miles to a relative's home to borrow a line to address that issue.

It has occurred to me during the events of that day, that I should be and am now FORMALLY REQUESTING THAT MY OWN LANDLINE ABOVE BE ADDRESSED AS PART OF THE EXISTING COMPLAINT! Previously I had assumed that it would be so considered as it is the very means by which I would be attempting to help my brother, Barry.

This was all brought home to me vividly, particularly on December 6, 2024 when after making several calls from home, I lost a dial tone. (Bell telephone had once before done this to my landline which caused me to contact Margaret Tutt of your Commission initially.) She cured the problem promptly. On 12/6 Bell/AltaFiber had their tech come to my home to address this. He performed on-site a modification to my O.N.T (Optical Network Terminal) in my basement, and interfaced with a fellow employee remotely who "reprogrammed" the O.N.T. in order to restore service.

I cannot explain why this cut-off of service happened, nor the company's motivation in the larger context of my formal complaint with the K.P.U.C.. I can say however, as the tech said himself, that the O.N.T. was only about a year old, and mounted inside out of the weather.

Please acknowledge receipt of this AMENDMENT/LETTER by sending me a file-stamped copy of same in the above case file, along with any additional comments you would care to make, and/or contact me on my home telephone recorder. I am grateful for your and the Commission's attention hereto, and will await any further, additional instruction.

Encl: / 3 cc

Sincerely yours,

Mark A. Bergman