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SEP 17 2025

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE  
COMMISSION

In the matter of:

MARK A. BERGMAN

Complainant

Vs.

CINCINNATI BELL TELEPHONE COMPANY, LLC  
d.b.a. ALTA FIBER NETWORK SOLUTIONS

Defendant

case no:

2024-00377

COMPLAINT'S RESPONSE  
TO 9/2/25 ORDER

Complainant is in receipt of the Commission's order by CMRRR mailed from the Commission as above recited but has never received any copy of the "settlement agreement" of which it speaks from any source, although he has had some conversation(s) with various individuals employed by Defendant, but not counsel of record for same. (See c.c. of said order attached). Complainant Wishes to reiterate once again (contrary to said order's terms,, that he has Never, at any time consented to having his or his brother, Barry W. Bergman's billing for their Respective residence lines being placed ON THE INTERNET which was the gravamen of their re-spective complaints relative to their land-line, residence phones. Since the Commission's order appears to require Complainants to file a seperately numbered additional complaint to deal with telephonic issues to which he has earlier referred or experienced-- and is presently experiencing, this clarification/correction of the record under this case no. seems in order, as is this request for the written copy, or certified transcript of some conversation (if one does exist) of such "substantial resolution" referred to by said order. Respectfully submitted.



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COPY

CASE NO.  
2024-00377

ORDER

This case was initiated on October 21, 2024, upon the filing of a complaint by Mark Bergman (Complainant) regarding Cincinnati Bell Telephone Company, LLC d/b/a altafiber Network Solutions' (altafiber) asserting, among other things, that he sent certified Mail inquiries requesting details of his own previously referred termination of service to defendants without receiving so much as a written reply, discrimination notice etc. thereto.<sup>1</sup>

After filing his initial complaint, Complainant filed numerous supplements. On December 9, 2024,<sup>2</sup> Complainant submitted additional information asserting that altafiber, among other things, "... placed me (him) on Electronic Billing..." with his consent, charged him late and reconnection fees. On December 13, 2024,<sup>3</sup> Complainant

<sup>1</sup> Mark Bergman's Formal Complaint (filed Oct. 21, 2024) at 2.

<sup>2</sup> Mark Bergman's Follow-up to Complaint (filed Dec. 9, 2024).

<sup>3</sup> Mark Bergman's Request to Amend Complaint (filed Dec. 13, 2024).