COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARK A. BERGMAN)
          COMPLAINANT)
)
V.   )
)
CINCINNATI BELL TELEPHONE COMPANY, LLC)
D/B/A ALTAFIBER NETWORK SOLUTIONS   )
)
          DEFENDANT)
	CASE NO.
	2024-00377

O R D E R

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.[1]

After filing his initial complaint, Complainant filed numerous supplements. On December 9, 2024,[2] 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,[3] Complainant

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[1] Mark Bergman's Formal Complaint (filed Oct. 21, 2024) at 2.

[2] Mark Bergman's Follow-up to Complaint (filed Dec. 9, 2024).

[3] Mark Bergman's Request to Amend Complaint (filed Dec. 13, 2024).

submitted another letter asserting that on December 6, 2024, his landline lost dial tone, which was addressed the same day by altafiber. On January 27, 2025, the Complainant provided another update letter regarding issues a family member of his he asserted was experiencing with altafiber.

On January 30, 2025, altafiber submitted its response and asserts that:

> [u]pon receipt of the November 25, 2024 letter, altafiber's Customer Care team investigated the matter and contacted Mr. Mark Bergman in an effort to resolve all of the customer service and billing issues raised by the complaint and subsequent filings. Effective January 10, 2025, altafiber believes that all service and billing issues have been resolved to the customer's satisfaction. Furthermore, altafiber has offered to provide the customer with a six-month future billing credit and Mr. Bergman has accepted the offer.[4]

Finally, on February 25, 2025,[5] Complainant filed a supplement that asserts he continued to have issues with his landline and questioned why he was placed on electronic billing. Of note, Complainant's supplement did not deny that a settlement had been reached regarding the issues raised in this formal complaint.

Pursuant to the information filed in the record, the Commission finds that the issues raised in this complaint, including any raised in its numerous supplements, have been substantially resolved through the settlement described in the January 30, 2025 filing.[6] Accordingly, the Commission finds that this complaint should be dismissed without hearing as such a process is not necessary for the public interest or for the protection of substantial rights. Nothing in this Order should be construed so to prevent the

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[4] altafiber's Response to Complaint and Motion to Dismiss (filed Jan. 30, 2025) at 1.

[5] Mark Bergman's Response to altafiber's Response (filed Feb. 25, 2025).

[6] altafiber's Response to Complaint and Motion to Dismiss at 2.

Complainant from filing a new complaint with the Commission to address issues arising after the date of this Order.
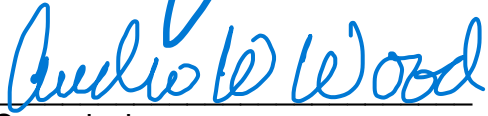
IT IS THEREFORE ORDERED that:

1.   The complaint and this case are dismissed as being satisfied.

2.   The case is removed from the Commission's docket.

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PUBLIC SERVICE COMMISSION

_____
Chairman

_____
Commissioner

_____
Commissioner

ATTEST:

_____ RP
Executive Director

ENTERED
SEP 02 2025
AB
KENTUCKY PUBLIC
SERVICE COMMISSION

Case No. 2024-00377

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