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PUBLIC SERVICE
COMMISSION

January 14, 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]

REPORT ON RECENT DEVELOPMENTS RE ABOVE MATTER

Dear Sir:

I am updating for all concerned in the above referenced matter before the K.P.U.C. some recent related developments concerning the telephone #s: [REDACTED]. I attempted to call you from my home phone to the legal division of the K.P.U.C. on or about 1/6/25 at least three times-only to receive a recording: "Carrier access code not valid for the # called". I placed a second call immediately thereafter to Brian Thomas at 1 (502) 564-3948 with the same result.

On 1/6/25 I called Caitlyn Smith of Cincinnati Bell Telephone/Altafiber (hereinafter "B/A" @ (513)668-9810) to set up an administrative tech visit to 468 General Drive, Ft. Wright, Ky. with reference to a "NO SHOW" of an administrative tech of their choosing. Re-calling her @ the same #, I left her my telephonic message re the failure, and received back another appt. then set for 1/10/25 after spending six hours waiting for the previous one and an hour in transit.

On 1/10 a universal tech named "Terry" showed up at 468 General Drive sometime around 1:30 p.m. to 1:45 p.m. at which time we together went through BWB's entire home testing all jacks and phones and the Optical Network Terminal (O.N.T.) without Terry visiting the pole at the rear of BWB's home. He talked to one of his fellow employees, partially in and out of my presence and hearing. Reference to an anachronym of G.E.A.R by him was made then.

If I understand it correctly, some "privacy screen" was apparently removed ??? and a dial tone was achieved, with the tech saying that Barry's long held number of [REDACTED] was now restored. An order # of C 2563722 was allegedly assigned to this process of restoring the aforementioned assigned # of long standing. I subsequently tried to call in a positive assessment of Terry's services without being able to score telephonically through their system.

Having had my own telephone service cut off twice, and having to go through all this and more has been a most frustrating and time-consuming experience during all of which I have been unable to get but one letter responsive to inquiry. I am not confident that this ordeal is over. I am sending you three copies of this with request for filing and return to me of one file-stamped copy for my file. I am also requesting the matter be kept open until the telephonic dust settles. WHAT'S NEXT? Thanking you for your time and attention, I am,

Sincerely yours,

