

**COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION**

In the Matter Of:

Mark A. Bergman,)	
Complainant,)	
v.)	CASE NO. 2024-00377
)	
Cincinnati Bell Telephone Company LLC		
d/b/a altafiber NETWORK SOLUTIONS,		
Defendant.)	

**RESPONSE OF CINCINNATI BELL TELEPHONE COMPANY LLC
D/B/A ALTAFIBER NETWORK SOLUTIONS TO FORMAL COMPLAINT**

On November 25, 2024, Cincinnati Bell Telephone Company LLC d/b/a altafiber Network Solutions (“altafiber”) received a letter from the Executive Director of the Commission acknowledging receipt of the initial filing in this matter and requiring that all documents submitted in this proceeding must comply with the Commission’s rules of procedure. On December 9, 2024, Complainant filed a follow-up document with the Commission and on December 13, 2024, Complainant filed a document called a Request to Amend Complaint. To date, the Commission has not issued any order to altafiber pursuant to 807 KAR 5:001, Section 20(4)(b), requiring that it altafiber answer the complaint or the other filings.

Nevertheless, upon 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.

Therefore, pursuant to 807 KAR 5:001, Section 20(5), altafiber requests that the Commission deem the complaint to be satisfied and that this case be dismissed.

Respectfully submitted,

/s/ Douglas E. Hart
Douglas E. Hart
1818 Madison Road
Cincinnati, OH 45206
(513) 621-6709
dhart@douglasshart.com

CERTIFICATE OF SERVICE

A copy of the foregoing was served upon Mark A. Bergman, 57 Apple Drive, Independence, KY 41051 by first class U.S. Mail, postage prepaid, this 30th day of January 2025.

/s/ Douglas E. Hart