

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

2/12/25

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

Re: Formal Complaint vs. Alta Fiber/ Cin. Bell Telephone
Case No. 202400377--10/17/24 et. seq. re tel.#

AND NOW including #
PLAINTIFF'S REPLY TO MOTION OF C.B.T. TO DISMISS COMPLAINT

Dear Sir:

I am enclosing three copies of this letter herewith and requesting that you return me a file-stamped copy for own file. I have just finished shovelling myself and my car out of a six inch snow fall as I prepare to take this to my local U.S.P.O. for processing there. Please note that it may take up to nine days to get any mail from Frankfort. To complicate matters even further, I have scheduled for Friday, 2/14/25 a medical procedure and a funeral to attend.

I am STILL HAVING PROBLEMS WITH MY RESIDENTIAL SERVICE which are difficult to evaluate as I do not share all the information which C.B.T. has at its disposal--which include inability to make local calls within a couple of miles from my land-line residential phone, to Frankfort, Louisville, Independence, Kentucky, Nashville TN and the state of California etc. Given the lack of candor--at a minimum-- I've experienced from C.B.T. & Altafiber in the past, I am left wondering why this has occurred. I note in that connecion, that I have never been provided an answer as to why I was placed on electronic billing without my knowledge and consent.

I have initiated inquiry of my previous L.D.C. calling carrier, Affinity Four about some of that and have yet to receive their Complaint Department's response--which I suspect ties into the heart of my issues with C.B.T.. As I care for my disabled brother Barry's affairs, this is of great concern to me.

In all fairness to me, I should not have to hire independent counsel as C.B.T. has created all these problems for me. If necessary, I can access the K.A.R. at a local library. Please advise if this will be necessary to continue. I feel I have set up the relevant issues in this matter as I have experienced at my home and my brother's at least three cutoffs of landlines. That there are remaining issues to resolve appears obvious and I am taking no joy in all of this unsettled mess!

I am grateful for your and the Commission's time and attention to my complaint. I will appreciate your return correspondence in reply hereto.

Encl; Reply to Motion to Dismiss.

CERTIFICATION

I Certify That I Have Served A Copy
Of This Document Upon Douglas
E West atty for C.B.T
y. registered mail
This 12th Day of Feb 2025

Sincerely yours,

Mark A Bergman
Mark A Bergman

RECEIVED

FEB 25 2025

PUBLIC SERVICE
COMMISSION

D.P.O. Attorney for BWB Bergman + Self

COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

In the matter of:

Mark A. Bergman

Complainant

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Case No 2024-00377

Cincinnati Bell Telephone Company LLC

d/b/a Altafiber NETWORK SOLUTIONS

Defendant

)

Plaintiff's response To Defendant's request to dismiss the complaint:

Plaintiff objects to Dismissal at this time and requests that it remain under investigation and consideration for at least the following reasons:

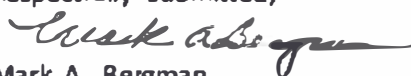
1. Defendant has never explained or justified why it initially placed Plaintiff on electronic billing without his consent to or knowledge thereof, and then sought fees and charges for failure to meet these payment demands that Plaintiff was not equipped to meet, when he had a long-standing prior custom of paying after prior postal billing. PLAINTIFF DOES NOT TRANSACT ON THE INTERNET.

2. Plaintiff's ability to make long distance telephone calls has been negatively affected apparently by Defendant's actions and inactions. Plaintiff has since been unable to make calls to, for instance, Area Code (502), (Frankfort and Louisville), (615) Nashville, and others, and has had to endure considerable uncompensated inconvenience and time investment in addressing the cutting off of his and his disabled senior brother's land lines, three or more times. In attempting to make these, he has drawn the recorded response: "carrier access code is not valid....please

try again". Previously there were no difficulties in making these calls.

3. Lastly, it seems reasonable to consider from everything presented thus far, that Plaintiff's telephone problems are not over, but should be regarded as addressable by Defendant who has the power and capacity to provide the solutions for good service to which the public is entitled.

Respectfully submitted,


Mark A. Bergman

Certification of Service

A copy of the foregoing was served upon Douglas E. Hart, 1818 Madison Road.

Cincinnati, Ohio 45206, by first class U.S. Mail, prepaid postage this 12th day of Feb

2025.


Mark A. Bergman