

August 25, 2025

pg 1 of 2

Andrew Belkower, Esq.
Ky Public Utilities Commission
211 Sower Blvd.
Frankfort, KY 40601

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

Dear Sir:

While tending to my brother, Barry W. Bergman's affairs today, it occurred to me that I should write to you and the K.P.U.C regarding Case. #2024-00377 which I earlier initiated. As you will recall the reason for my filing a complaint arose from C.B.T. dba Altafiber's cutting off my land line and that of my brother, Barry W. Bergman, s land lines, of the above recited # and [REDACTED]. Please re-recall again that I am and have not been connected to the internet in any way. Both whole problems connected with these numbers occurred when the providers cut off the lines at our respective residences. Barry's number before recited and mine, were cut off without any notice whatsoever-- without any contact with either of us beforehand, and intially "reinstitution etc." charges were were alleged, but subsequently cancelled at the Commissions request-- apparently before your office undertook further follow-up to my initial contact.

I have been handling Barry's affairs since approximately November, 2019 subsequent to which a permanent postal address change was placed of record for him, forwarding to my home above.

My file in this matter discloses my memo of 7/23/25 that we last discussed matters in the morning then, at which time, you indicated that you would write me over "case status" when we talked by phone. If you did write me then, or at a later time, postal personnel did not get same to me. I have sometimes experienced problems at my postal home in the past however.

When we last spoke you indicated that if I had any prolems in futuro, I should contact you. Hence this letter. My land-line is and has been operational since-- and I have paid early all bills sent for Barry's and my bills. Despite having to undergo considerable aggravation and multiple trips to Barry.s place for phone-tech meetings and work, this arrangement is acceptable to me at present, providing that that status continues indefinitely. Nevertheless, it is hardly speculative that providers could reprovide me with a similar or worse scenario at their will-with serious possible consequences for my disabled brother for whom I care. Further, I can readily envision serious motivation on Provider's part to assume and even require internet access on the part of all citizens of KY, which probably consists of a very large class indeed.

You will note that providers have never answered the "who, what, when, where and why" questions regarding mine and my brother's cut-off of service previously. I am prepared to swear that the cut-offs occurred without any permission/contacts to me for certain-- if necessary, and don't wish to endure a repeat of such events. Moreover, I now find without knowledge why- that I am unable to contact my son in Hollywood, CA at his cell # which he packed to there from Nashville, TN. Since provider eliminated my previous copper-line home long-distance phone carrier system I am effectively blocked from calling his cell there.

I am grateful for you and the K.P.U.C.'s assistance in this matter and would greatly appreciate a follow-up letter from you addressing the above concerns, or directing the C.B.T/ Altafiber system, to give me an explanation requested herein for this and/or supply a potential solution for not being able to talk to my son, Ben Bergman at his # in California of [REDACTED]

[REDACTED] I was previously able to call him at that number without a problem until just recently.

There may be some reason associated with change-over in Independence, Ky. from a copper wire system to a fiberglass one, but I am without sufficient technical telephonic sophistication to understand that at this point, although I know the move knocked out my previous long distance service for handling those type of calls for me.

Sincerely,


Mark A. Bergman

cc: Douglas E. Hart, Atty
1818 madison Rd.
Cincinnati, Ohio 45206
[REDACTED]