

Tuesday, February 07, 2012

JOHN T, REDMOND  
1325 ROCKWELL ST  
KEWANEE ILL  
309 853 5640  
E MAIL REDMO1@FRONTIER .COM

RE( redmond vs frontier north) 11-0788

copy to CHIEF CLERK ILL COMMERCE COMMISSION  
LELAND BUILDING  
527 CAPITOL AVE  
SPRINGFIELD ILL- 62701

KEVIN SAVILLE  
ATTORNEY AT LAW  
2378 WILSHIRE AVE  
MOUND MINN- 55264

SIRS AND MADAMES

PLEASE FIND IN ECLOSED EVENLOPE, COPYS OF MY TROUBLE WITH FRONTIER NORTH.  
ALSO ENCLOSED WITNESS WRITTEN TESTIMONEY AS TO THERE EXPERINCE. WITH CALL ING ME.  
FROM MTR. GREEN AND MR WAUGH

I SURE HOPE ALL TIS MAKES MY PHONE WORK,

SINCERELY

JOHN T. REDMOND



*[Handwritten initials]*  
ILLINOIS COMMERCE  
COMMISSION  
2012 FEB 14 11 A 10:47  
CHIEF CLERK'S OFFICE

JOHN T. REDMOND 309 853 5640    **PHONE TROUBLES**

ON FEBUARY 10 2012 --- CALL FROM 853 5630--- NO RINGS--  
RIGHT TO VOICE MAIL  
CALLER ID SHOWED.

920 AM ON FEBUARY 10 2012--- CALLED 761 8116--- NO ANSWER  
922~~AM~~ 761 8116 CALLED ME, STATED WE ANSWERED PHONE,  
BUT DID NOT CONNECT AT 920

AT 125 PM--- THE NEIGHBOR CAME OVER STATE HE HAS  
CALLED FOUR TIMES-- RAN ONCE- ONE TIME--ALL OTHER HE  
GOT RECORDING---- SAY HE IS BUYING NEW PHONE AND DOES  
SAYS TROUBLE MIGHT BE WITH HIS PHONE-- COME OVER  
LATER SAME TROUBLE????????

REDMOND

Friday, February 10, 2012

ON THE 8 OF FEBUARY// -- RECIVED CALL-- FROM JEFFERY SCOTT. STATING HE WAS TO SEND SOME BODY OUT TO TAKE READING OUTSIDE OF MY HOUSE ON PHONE LINE.

THAT HE WOULD CALL AND TELL ME JUST BEFORE, THE REPAIR MAN WOULD COME OUT.

ON FEBUARY 9 2012,, NOCALL FROM JEFFERY SCOTT, -- AT 10 32 AM REPAIR MAN CALLED SAID HE WOULD BE OUT IN ONE HALF TO ONE HOURS,,, A THAT TIME OUR OFFICE PHONE RANG LOUDER THAN IT HAD IN THE PAST YEAR,,,,, AND TOLD REPAIR MAN THAT IT HAD , HE SAID HE HAD BEEN TAKING READING ON LINE, IF THE RAPAIR MAN CAN GET TELEPHONE TO RING , LIKE THAT HOW COME IT DOENOT RING LIKE THAT WITHOUT THE REPAIR MAN ON LINE?????????

THE REPAIR MAN, PUT A NEW OUT SIDE JACK ON HOUSE AND HOOKED UP, I ASK HIM IF HE HAD X MY LINE AT 530 AM THAT MORNING, HE SAID HE WOULD NOT DO THAT, -- I EXPLAINED TOHIM AT 530 AM, THE OFFICE PHONE MADE A CHATTERING NOISE, LIKEA TYPEWRITER TRYING TO INDEX PUT COULDNOT, HE HAD NO EXPLANATION FOR THAT,,, AND THAT AT TEN OCLOCK DID SAME THING,-----

HE X THE LINES AND SAID EVERY THING INSIDE OF HOUSE AND OUTSIDE LINE WAS OK,, HE WAS A VERY FRIENDLY GUY AND NICE PRSONALITY,,,,

AFTERNOON FEBUARY 10, RECIVED CALL FROM 8525630---- BEDROOM PHONE RINGS IAM SITING IN OFFICE- OFFICE PHONE DOES NOT RING.-- BEDROOM PHONE DOES,-- THIS HAPPENS TWICE MORE ONCE AT 751PM AND AT 802,, THIS IS RIDICOULS,,,

february 10 2011 -- 811 am no calls nor have i made any  
REDMOND

PHONE TROUBLES I

I HAVE HAD PHONE TROUBLES FOR MONTHS, CALLING FRONTIER ABOUT THEM, THEY TELL ME THERE BE A MAN TO FIX IT BEFORE A CERTAIN TIME--- THIS IS NOT THE TRUTH-MAYBE TWO TO FOUR DAYS,,,,,

THE PERSON COME OUT, CHECKS LINE OUT, STATES WE FOUND THE TROUBLE, AND FIXED IT

USUALLY VERY FRIENDLY PERSONS-- BUT THEY LEAVE, SAME OLD TROUBLE,, WE HAVE REPLACED PHONE SEVERAL TIMES, CALLED AT&T PHONE MANUFACTOR, THEY RAN TEST, SAID PHONE LINE TO HOUSE NO GOOD,, CALLED INTERNET FRONTIER, AND LOCAL INTERNET MAN, SAID SAME THING -- WE CANOT FIX YOU R TROUBLES- TROUBLE PJONE LINES TO HOUSE MUST BE UPDATED,

YOU NAME IT , IT HAPPENS TO OUR PHONE,

START OF DOUCMENTATION. AS REPORTED TO ICC & FRONTIER

FRONTIER SENDS SEVERAL PEOPLE OUT, THEN I HAVE A BLACK PERSON NICE GUY -TELLS ME THE PHONE LINES FROM POST IN ALLEY TO NEXT JUCTION IS MESS UP AT 314 FT WERE LINE CROOSES DITCH, AND I WILLHAVE HELLVA TIME GETTING IT FIXED UNLESS I KNOW SOMEONE WITH FRONTIER???

I CALL ICC TALK TO JOHN, -- THAT AFTERNOON ANOTHER BLACK GUY COME OUT FROM PEORIA.-- TELLS ME, WELL HAVE A NEW LINE IN IN 8 DAYS, WE KNOW THE TROUBLE.--- NO ONE SHOWS---I CALL ICC TALK TO JOHN, HE STATE - HE HAS TALKED TO FRONTIER, WILL FIX LINE AS SOON AS THEY GET PERMIT FROM CITY OF KEWANEE AND THA TWILL TAKE 2 WEEKS-- THEN ABOUT ONE WEEK TO FIX-- REMIND YOU THE LINEW IS 314FT FROM POST TO JUNCTION BOX - A MTTTER OF PLOWING NEW LINE IN-----

TALKING TO JOHN LATER- THEY FRONTIER HAD TOLD HIM, THEY HAD TO BORE LINE, BORE WHAT IS THE QUESTION, TRE ALLEY WHERE THE LINE IS -IS ROAD TAILINGS--

NOV 14 2011 PHONE DOES NOT RING, YOU CANT GET OUT NOTHING WORKS, COMPUTPOR- PHONE?? THEN ALL COMES ON LATER-- PHONE WILL NOT RING IS COMPUTOR ON

NOV 15 ONLY ONE PHONE IN HOUSE WILL BRALEY RING, SOUND SICK, RECIVED A CALL FROM 303 552 2362-- I CALL BACK---NOTHING NO RING NO NOTHING?/

NOV 16 SAME THING

NOV 17 RECIVED CALL CVS DRUG STORE, CANT HEAR CALLER, NO CALER ID,

NOV 20 PHONE DOES NOT RING-BUT LEAVES CALLER ID- AT 519 THAT AFTR NOON PHONE RINGS-- AT 656 THAT EVENING. PHONE LINE DEAD- NO DIAL TONE-

NOV 22 -24 SEEN PEOPLE AT MCDONALDS TALK TO BRADLEY WAUGH , AT HIS HOME I WENT THERE, THIS PEOPLE SAID , BEEN TRYING TO CALL YU IT SAY YOU PHONE HAS BEEN DICONNECTED, AND TO THE VOICE MAIL HAS NOT BEEN CONNECTED?????????

NOV 25-- MR. GREEN SITING IN KICTHEN , BY OUR PHONE, IT RINGS SCARES LIFE OUT OF HIM, FRIST TIME IN 5 MONTHS THAT PHONE HAS RANG,  
NOV 26 PHONE DEAD NO DIAL TONE --549 THAT AFTERNOON

NOV 28 SEVERAL PEOPLE TOLD ME THAY HAD CALLED, SAME THING -- SAID MY PHONE HAS BEEN DICONNECTED???

NOV 29 PEOPLE CANT EAR ME ON PHONE ???

IN OCT 17 2012- PHONE DEAD FOR 1 HR TWELEVE MINTUES--- I ACTUALY X TIME, FRONTIER CALLS AND LEAVE MESSAGE- HAVE- THREE PEOPLE TRY TO DESFIFER MESSAGE -- UNABLE TO SOME THNG ABOUT VERIFCATION???

THIS SAME THING HAPPENS ALTHROUGH DEC,

DEC 9 CALLED 800 666 6744--- 3 TIMES- FRIST- NO CONNECTION- SECOND YOU HAVE DIAL NUMBER IN ERROR- THIRD TIME--WENT THROUGH , DIALING SAME NUMBER THRE TIMES????

DEC 14 PHONE GOES OFF AND ON DURING CONVERSTION--CALLED PEORIA TWICE, SAME THING- RECIVED CALL CANT UNDERSTAND FOR AT LEAST 2 MINUTES-- THREE CALLES THAT , PHONE MESSED UP

I HAVE PHONE TO RING---YOU CANT ANSWER IT, JUST KEPTS RINGING, MAKES NO DIFFERENCE WHICH PHONE, HAVE WITNESS TO ALL OF THIS-----CALL BANK UP, TELLS ME THERE PHONE HAS BEEN DICONNECTED, THIS HAS BEEN GOING ON FOR MONTHS AMD MONTHS

Monday, December 19, 2011

REDMONDS TELEPHONE TROUBLES

DEC-14-15-16 RECIED PHONE CALLS- NO ONE ON LINE????

DEC-17-2011 CALLED 1-330-206-02<sup>53</sup>~~35~~-- RECORDING YOU MUST DIAL A ONE OR 0  
I DID DAIL ONE?????? f Area Code 330

CALLED SAME NUMBER AGAIN- THIS TIME RANG BUSY-  
CALLED THIRD TIME- CALL WENT THRU- TALKED TO MR. WAUGH - HE STATED NO ONE WAS ONE HIS PHONE ANY TME IN THE LAST COUPLE HRS.????

DEC 19=2011 CALLED ! 330-206-0235 AND 309 594 2157-- PHONE RINGS BUSY AT 837 THAT MORNING  
CALL THIRD TIME--- CALL GOES THRU--AT 839 AM, MR WAUGH SAY NO ONE ON PHONE ALL MORNING  
HIS CELL AND HOME PHONE?????

12/25/2011-----REDMONDS PONE TROUBLES  
CONTINUES

*AFTER NOON*

DEC 19 2011----PHONE ACTUALY RINGS- IT RANG 5  
DIFFERENT TIMES TODAY- LOUD AND CLEAR  
INTERNET WORKS GOOD.

DEC 22 2011 CO, PUT NEW DROP, FROM POST TO HOUSE --  
CONTARY TO WHAT THEY SAID IN OCT. AND NOV. 2011,  
WHEN THEY SAID CABLE FROM POST TO JUNCTION WAS  
BAD AND WOULD RPLCE IT. PHONE WORKS BETTER, SO  
DOES INTERNET

DEC 23 1007 AM, PHONE DOES NOT RING SHOWS CALLER  
ID 309 852 6594.  
INTERNET BARLEY MOVES.----- 6PM THAT EVENING PHONE  
RINGS AND ALL PHONES RING,

DEC 25 2011- CALLED 618 526 7447, PHONE LINE ,  
RECORDING YOU HAVE USE UP ALLOTTED TIME TO DIAL--  
CALL SAME NUMBER RIGHT BACK PHONE LINE GOES DEAD.  
A COUPLE MIN LATER GET DIAL TONE-- DAIL309 631 8968 --  
LINE GOES DEAD,  
856AM TO 903AM---  
GET DIAL TONE CALL 309 854 3813 RECORED MESSAGE-  
THER VOICE BOX IS FULL DIDNOT EVEN RING---  
309 854 CALLED ME LATER THAT DAY, SAID THER WAS  
NOTHING WRONG WITH THER PHONE??  
618 526 7447 CALLED ME SAID THER WAS NOTHING WRONG  
WITH THERE PHONE.  
CALLED 714 761, 8464, GET ANTOHER RECORDEED  
MESSAGE. FRIST TIME CALLED RINGS BUSY.

MESS CONTINUES

Thursday, December 29, 2011----- REDMOND 309 853 5640  
PHONE TROUBLES

DEC 28-2011

CALLED 330- 206-0253----- PHONE RINGS BUSY AT 814 IN  
MORNING

CALLED BACK 816 -----CALLED BACK CALL GOES  
THRU

TALKED TO MR WAUGH----- NO ONE BEEN ON - *HE STATES*  
PHONE????????????????

DEC 29 2011---901 IN MORNING- PHONE DOES NOT RING,  
BUT HAS VOICE MAIL FROM  
309 852 6594---????????????????

SEVERAL CALLS THAT DAY, AND VOICE MAILS, SOME RING  
SOME DONT////////????????????

DEC 29 2011--- EVENING ABOUT 5 CALLED 309 852 6594-----  
RECORDING, THIS NUMBER HAS BEEN DISCONNECTED---  
CALLED BAC TWO MINUTES LATER- CALL GOES  
TRU????????????????

Sunday, January 08, 2012-----phone troubles continue

DEC 28 2011--- 814 AM  
BUSY

DIAL 1-330 -206- 0253--- LINE RINGS

DEC 28 2011--- 816 AM

DIAL 1330-206 -0253- CALL GOES

THRU,,, MR WAUGH SAY HE HAS NOT BEEN ON HIS PHONE??????????????

DEC 28 2011-EVENING  
PHONE HAS BEEN DISCONNECTED  
A FEW MINUTES LATER  
THRU ??????????????

DIAL 3098526594---SAID THIS

DIAL 309 8526594--- CALL GOES

DEC 30 2011  
THRU--- AFTER CALLING THAT

DIAL 1800-666-6744- CALL GOES

DEAD, AFTER A FEW MINUTES

NUMBER PHONE LINE GOES

BACK????????????????????

GET DIAL TONE

JANUARY 1 2012  
AT 1032 AM

DIAL 1-330-206-253---RINGS BUSY

MINUTE LATER RECORDING

DIAL SAME NUMBER BACK A FEW

IS NOT TRUE?!!/?????

PHONE DISCONNECTED----- THAT

JANUARY 3 THRU 5 NOT HOME

*JEFF SCOTT & FRONZES  
SAYS HE CALLED ONLY TO GET - Busy  
DIT - DIT. NOT ON PHONE LINE ?*

JANUARY 6 2012  
MAKE RING BUSY--- WAIT AWHILE

ALL CALLS I BEEN TRYING TO

THRU?????

THEN PHONE CALL GO

8525630

GET ON VOICE MAIL- NO RING

JANUARY 8 2012

little after 5am phone rings , no one

on phone-- no voice mail - or caller id

JANUARY 13 2012, CALLED 1330 206 0253--- TWO OR  
THREE TIMES BETWEEN 345 AND 400, LINE RINGS BUSY,  
CALL 594 2157- ALSO RINGS BUSY.... A FEW MINUTE  
LATER I CALL 1330 206 0253-- CALL GOES THRU NA  
PERSON SAYS THEY HAVE NOT BEEN ON EITHER  
PHONE??????????

JANUARY 13 2012- 10 AM O REPAIR MEN, AT 1033 JEFF  
FROM FRONTIER CALLS  
ONE PHNOE RINGS BEDROOM ONLY-- ASKS IF REPAIR  
MEN HERE, I TELL HIM NO  
THERE COMMING THERE COMMING????

NOON JANUARY 13 201 REPAIR MEN CALL- WAN T OT  
KNOW IFIAM HOME  
103 RECIVE ANOTHER WEAK RING ON PHONE AGAIN NO  
ONE ON PHONE????

A LITTLE AFTER THAT REPAIR MEN SHOW UP, GOT  
SNOW ALLOVER THEM AND THER BOOTS ARE FULL OF  
SNOW, WANT TO COME IN AND WORK, I TELLTHEM  
THEY CAN NOT COME IN MY HOUSE WITH ALL THAT  
SNOW AND ARE NOT TRACKING UP MY HOUSE,, ALSO  
DO KNOW WHAT THER SUPPOSE TO DO, JEFF MUST NOT  
HAVE TOLD THEM??? THEY WENT BACKTO THIER  
TRUCK,,, JEFFRY SCOT CALLED ME THE ACTUALY  
RANG? HE AGREED WITHME THAT EPAIR SHOULD HAFT  
NOT TRIED TO COME N WITH SNOW ALL OVER THEM ,  
AND WOULD INSTRUCT THEM TO CLEANUP THIER ACT,,,  
THEY DID AND CAME IN, ASK ME WHERE BELL WAS AT, I  
TOLD THEM WE HAD NO BELL??? SHOWED THEM  
JUNTION IN BASEMENT---THEY PUT NEW JUNTION IN, I  
ASKED THEM WHAT ABOUT THE JUCTION ON OUTSIDE  
OF HOUSE AND  
JACKS IN OFFICE, THEY INFORMED ME JEFFERY SAID  
NOTHING ABOUT THAT TO THEM--- AND THEY WOULD  
HAFT TO COME BACK IN BETTER WHEATHER???  
SO MUCH FOR WHAT JEFFERY HAD TOLD THE 12 0  
JANUARY,,  
AT 200PM PHONE RINGS FRONTIER TOLD THEM THIS  
STORY,

Saturday, January 14, 2012

PHONE SERVICE

JANUARY 9 2012--RECEIVED CALL FROM 761-8116 AT 816  
IN EVENING,  
PHONE GOES DEAD, NOTHING-- DOESNOT COME BACK  
ON UNTIL 1110 THAT NITE  
DURING THIS TIME, CALLER ID SAYS LINE IN USE, X ALL  
PHONES, NOTHING WRONG WITH PHONE- CONTINUES  
TO SAY LINE IN USE??????????????????

JANUARY 11 2012-- SITTING AT DESK- PHONE DOES NOT  
RING, BUT CALLER ID AND IVVOICE COMES ON?????????

JANUARY 11 2012 -- SITTING AT DESK 205 PM PHONE  
DOES NOT RING, BUT CALLED ID Says state of ill ITS JOHN  
WITH ICC,

JANUARY 12 2012 RECEIVED CALL FRON FRONTIER 952  
435 1373 TOLD ME THERE WAS NO REASON FOR ALL ,  
THAT THEY SHOULD HAVE FIXED PHONE, AND PERSON  
WOULD CALL, RECEIVED CALL FROM JEFF SCOTT AT 309  
258 2785 HE SAID HE WANTED TO TALK TO ME--OK HE  
CAME OUT,, STATED HE WOULD HAVE THEM CHANGE  
JUNTIONS IN BASEMENT, REPLACE JACKON OUTSIDE OF  
HOUSE, AND CONNECTIONS IN OFFICE=== MY OFFICE,  
AND DISCONNECTED A OLD PHONE,  
AND HE WAS TOHAVE MEN OUT HERE AT 10 IN THE  
MORNING OF 13 OF JANUARY

JANUARY 13 2012--- 9 AM PHONE HAS A WEAK RING,  
TRY TO ANSWER- NOTHINGON LINE?????????????????? 935  
PHONE RINGS BEDROOM ONLY

Sunday, January 15, 2012

JOHN T. REDMOND  
309-853-5640

( RE-- TELEPHONE SERVICE )

JEFFERY SCOTT  
TECH MANGER FRONTIER

SIR, BAD NEWS

JANUARY 13 2012-- BETWEEN - 345 PM AND 400 PM TRIED TO CALL 1330-206-0253 AND 594 2157---- BOTH LINES RING BUSY--- THE 330 NUMBER IS MR WAUGHS CELL PHONE- THE 594 NUMBR IS MR WAUGHS HOME PHONE,, A FEW MINUTES LATER CALL THE 330 NUMBER GOES THRU, MR WAUGH STATES HE HAS BEEN AT HIS SONS HOUSE, AND HE HAS NOT BEEN ON LINE--- NEEDLESS TO SAY THE 594 IS HIS HOME HES NOT THERE AND NOBODY ELSE IS EITHER BUT THAT NUMBER RINGS BUSY,

JANUARY14 2012 RECIVE CALL FROM 761 8116- PHONE BED ROOM RINGS BUT NOT IN OFFICE,

I TUNE MY HEARING AIDS UP TO HIGHEST PITCH I HEAR VOICES ////????

tune volume all the way up on phone, I PUT EAR TO PHONE SOMEONE IS TALKING the reciver is down OFFICE PHONE

at 137 pm THE OFFCE PHONE RINGS VERY FAINT, I PICK UP NO ONE ON LINE?????

AT 145PM EXACT SAME THING????

2 SOMETHING I HEAR SOMEONE CARRYING ON COVERSAATION ON OFFICE PHONE, RECIVER DOWN THER SURE NOT TALKING TOME, PICK UP RECIVER NOTHING,????

401 PM PHONE RINGS BEDROOM ONLY -- CALLER ID IS ON

BOTH PHONES- 8525630

631 PM PHONE RINGS BEDROOM ONLY--- CALLER ID IS ON BOTH  
PHONES 761 8126

WHEN PHONE RAN WEAK IN OFFICE- NO RING ON BEDROOM  
PHONE,,, HAVENOT EXPERNCE THAT IN A LONG TIME, MANY  
YEARS AGO HAD RADIO STATION ON PHONE, THEY PUT FILTER  
ON AT THAT TIME, YOU R REPAIR MEN TOOK FILTER OFF SOME  
TIME AGO???

TIS MESS IS GETTING WORSE,,,  
LOOKNG FOWARD TO GETTING PHONE FIXED

JOHN T. REDMOND

Monday, January 16, 2012 TO JEFFERY SCOTT- FRONTIER TECH-- 309 579 3513

report redmonds tele service

JANUARY 15 2012--- 843 AM RECIVED CALL FROM - 7618116-- CALLER SAYS IT TAKES OVER 30 SECOND FOR MY PHONE TO RING--- BOTH PHONES IN OFFICE AND BEDROOM RING- CALLER ID ON BOTH WORK.

953 AM PHONE IN OFFICE RINGS-- BEDROOM NO RING - CALLER ID WORKS BOTH ROOMS

1041 AM PHONE OFFICE RINGS- BED ROOM NO-CALLER ID WORKS BOTH ROOMS 309 312-1384

1228 PM BOTH PHONES RING - CALLER ID WORKS BOTH PHONES 852 5630

258 PM RECIVED CALL FROM 761 8116 ALL PHONES AND IDS WORK, BUT CANNOT HEAR CALLER  
CALLER COMES TO HOUSE - STATES HEAR CANR HEAR ME EITHER AND IT TAKES A LONG TIME FOR MY TO RING /

515 PM PHONE NO RING- BUT CALLER ID AND VOICE MAIL WORK  
852 5630

523 pm all phones ring and ids work 852 5630

a little after 830 phone rings , no one on line- no caller ids- nothing---????????????????????

same stuff every day---- please fix----- REDMOND

Tuesday, January 17, 2012 redmonds telephone service

TO JEFFRY SCOTT---309 579-3513

809AM RECIVE CALL 309 761 8116  
OFFICE PHONE RINGS ONLY--- NO RING BEDROOM-- BOTH  
CALLER IDS WORK

RECIVE CALL 8527137 -- PHONE RINGS BEDROOM ONLY-- NO  
OFFICE- BOTH CALLER ID WORK

RECIVE CALL 815 499 1274-- ONLY BEDROOM PHONE RINGS,  
*NO ~~CALLER~~ IDS.*

EVENING I CALL 761 8116-- CAN BARELY HEAR ANYTHING  
ONLINE

RECIVE CALL 853 3416--- ALL PHONE RINGS AND CALLER ID  
WORKS ????????????????

SINCERELY --- REDMOND

Wednesday, January 18, 2012--- redmonds tele service sucks  
TO JEFFERY SCOTT FRONTIER TECH  
MORNING--- DIALED 309 6665280 AND 761 8116 BOTH CALLS  
STRAIGHT THRU ALL OK

AT 938 AM DIALED 330 206 0253- LINE RINGS BUSY--  
DIALED 330 206 0253-- CALL GOES THRU, SAY THEY  
HAVE NOT BEEN ON PHONE THEY THEY WERE ON THERE  
PHONE 5942157???????? and would call me back later,

later they call back , cant hear ringer in office, just braely rings,, can  
barley hear voice on other end.  
andmakes no sence,, they hung up, and called from home phone 594  
2157 again weak ronger. but can hear plain ther voice,,

1114 am weak ringer- no one on line- no caller id????????????

11 ? weak ringer -this time someone online- no caller id---

1137 761 8116 called every thing ok ringers and caller ids

recived calls 852 5630 AND 856 000 7441 BOTH CALLS COME N  
GOOD VOICE, NO WEAK RINGERS  
BOTH CALLER IDS WORK??????????

EVERY DAY EVERY DAY

REDMOND

Thursday, January 19, 2012 redmonds tele service

JANUARY 18 730 am RECIVE CALL 7618116--- MR GREEN-- STATES HE HAD JUST CALLED MINUTES BEFORE -- CAN HARDLEY HEAR HIM-- AND A RECORDING SAID -- MY PHONE HAD BEEN DISCONNECTED---//?? says hell be over lives across alley---- COMES OVER AND ASKS WHEN ARE THEY GOING TO FIX YOU PHONE, ///???????

836 am recive call from 761 8116 voice weak, ccaller id ok

9 something try tomake call, soon as i pickup phone- i get recording-- your time to dail is up, sir i just picked up phone??????

1001 call from 852 5630 all phones ring, and caller ids ok

about one and half hrs later recive call 852 4534 all ok

1251 pm recive call 469 250 0257 no one on line??????

434pm recive call jack -- asking about the wonderfull phone service i recive.. frontier rep==

508 recive call 761 8116 cant hardley hear,

640 recive call 852 5240 all ok

645 recive call 202 974 8147 ----- no one on line-- call this number back, get recording??????

have a good day

redmond

TRANSMISSION VERIFICATION REPORT

TIME : 01/20/2012 05:31  
NAME : JOHN REDMOND  
FAX : 13098535640  
SER.# : BROJ0F406541

DATE, TIME	01/20 05:30
FAX NO./NAME	13095793513
DURATION	00:00:23
PAGE(S)	01
RESULT	OK
MODE	STANDARD ECM

Friday, January 20, 2012---- REDMONDS TELE SERVICE---  
REPORTED TO JEFFERY SCOTT VIA FAX 309579 2513  
CALLS AND RECIVED JANUARY 18 ~~2012~~ **2012**  
MORNING-- CALL 330206 0253---- AUDIO BAD , CANT HARDLEY  
HEAR,,,

830 AM RECIVE CALL FROM 761 8116 ALL OK

RECIE CALL FROM 309 312 1384----- ALL OK

230PM RECIVE CALL FROM 309 852 5630 ---- ALL OK

447 PM RECIVE CALL 309 761 8116 ---- ALL OK

AFTEER CALLING 330 206 0253 IN MORNING ( CANU BELIVE)  
NEVER HAD ANY TROUBLE,

REDMOND

Saturday, January 21, 2012--- redmond tele service----must be a  
mircale---

these call recived 20 JANUARY 2012

CALLED 800-666-6744---- ALL OK

958 AM- CALL FROM 579 3489--- ALL OK

10 SOMETHING I MADE CALLS TO 815 9482244 AND 309 714 8077  
ALL OK

10 16 RECIVED CALL FROM 309 525 0440 ALL OK

1235 GOT CALL FROM 761 8116 ALL OK

105PM CALL FROM 3098525630 ALL OK

540 GOT CALL FROM 761 8116 ALL OK

831PM CALL FROM 309 312 1384 ALL OK

836PM CALL FROM 761 8116 ALL OK

LETS HOPE IT CONTINUES-----REDMOND

1/22/2012 ----- redmonds phone service-----TO JEFFERY SCOTT  
309 579 3515

ON JANUARY 21-----MORNING ALL PHONE RING, ALL CALLER  
IDS WORK, EVEN GOT CALL FROM 5942157-- SAID THIS IS THE  
BEST THIS PHONE HAS WORKED AND LINES CLEAR--- GOOD

AT 314 PM RECIVED CALL FROM 761 8116,, NO RINGER OFFICE-  
JUST BED ROOM- NO RINGS OF ANY PHONE AFTER THAT,  
INTERNET GOES WACKY,,,, THINGS GONE TO HELL AGAIN, IS  
SOMEBODY FOOLING WITH THE PHONE LINE????????????????????

REDMOND- 309 853 5640

Monday, January 23, 2012----- redmonds tele service

TO JEFFERRY SCOTT--- SATURDAY THE 21-- PHONE  
NO RINGS IN AFTER NOON

THE INTERNET A MESS,, AS I SAY AND I DO BELIVE  
SOMEONE FOOLS WITH LINE OR SWITCH????????

SUNDAY 22 JANUARY, 608 AM INTERNET AMESS--

A SHORT TIME LATER.

THEN I FAXED YOU AT 309 579 3513 - WENT THRU,

AFTER THAT ALL PHONE RANG AND CALLER IDS OK,, I  
CHECKED HAVING 761 8116

CALL ME TWICE. WHAT THE HELLIS WRONG??

SO FAR JAN 23 MORNING ALL OK  
REDMOND,

Tuesday, January 24, 2012 redmonds tele service--

attn - jeffery scott- 309 579 3513

report for jan 22 2012

internet, is working better and is much faster than a couple day ago

102 pm ---cll from 7618116 all ok

146 pm call from 852 5630-----rings bedroom--- no caller id----- no ring office, but caller id????

rest of day all callers ring office and bedroom----- all caller ids. ok  
got voice mail at 636pm on morning of 24 called 330 206 0253 call goes thru no trouble ??????

still say some one fooling with line----- redmond

Wednesday, January 25, 2012---- redmonds tele service--- gone to hell again

service on january 24 2012  
to jeffery scott -- 309 579 3513 frontier tech.

815 am called 563 579 0248 all ok

817am called 7618116-- line rings busy-- again call 7618116 they have not been on phone?????

838 nieghbor comes to house,, mr green, states he has called my number 309 853 5640 three times each time , he gets a beep beep - once he got it to ring once - then got beep beep ??????????  
says my hoME PHONE is a mess

919 got call from 563- 519 - 0248--- bedroom phone rings-- three times... office phone rings once.  
witness -- mr green- both caller ids work,

942 call from 8525630 all ok

410 pm call from 594 2157 all ok

417 pm caller id say 761 8116 has called,,, NO RINGS mr green later tell s me he has called, got beep and recording this number is unavailble////?????????

ON 23 OF JANUARY GET CALLS WEAK RINGER, I CAN HEAR PEOPLE SAY HELL O -HELLO BUT CAN NOY MAKE CONTACT????

PLEASE FIX PHONE-----REDMOND

ATTN  
JACK PHILLIPS

Thursday, January 26, 2012  
KEWANEE ILL 61443

FROM JOHN T. REDMOND 309 853 5640 -

ATTEN JEFFERY SCOTT FRONTIER TECH 309 57935133  
JACK PHILIPS DIRECTOR - GOVERNMENT AND EXTERNAL  
AFFAIRS ~~952-210-0722~~ 952-435-2111

SIR IT SEEMS SO FRUITLESS, TO CONTINUE TO SEND COPIES OF MY  
PHONE TROUBLES TO YOU

YESTERDAY , WHILE SHOPING AT THE LOCAL FARM KING STORE AT  
EDGE OF KEWANEE ILL 61443

A FARMER HOLLERED AT ME,, REDMOND ARE YOU STILL-IN THE  
DYNAMITE BUSINESS,

I HAVE BEEN TRYING TO CALL YOU ALL WEEK, IS THERE SOMETHING  
WRONG WITH YOUR PHONES

EVERY TIME I CALL I GET A BEEP - BEEP OR I GET RECORDING SAYING  
YOUR NUMBER HAS BEEN DISCONNECTED,, I SAD NO THAT THE WAY IT  
WORKS 40- FIFTY PERCENT OF TIME,,,,,

SAID HE HAD SOME BEAVER DAMS TO BE TAKEN OUT, I TOLD HIM I WAS  
NO LONGER IN THAT BUSINESS

THIS HAPPENS TO ME A COUPLE TIMES A WEEK, PEOPLE TELL ME MY  
PHONE DONT WORK,

WHY CANT U FIX PHONE????? IT JUST DOES NOT MAKE ANY SENSE,  
FOR A COUPLE DAYS IT WORKS PERFECT THEN TO HELL AGAIN -----I  
SINCERELY HOPE MR. YODER CAN HELP OUT

REDMOND

Tuesday, February 07, 2012

FEB 1ST 2012

MR GREEN ASK TO USE PHONE  
HE DIALED, THREE DIFFERENT 540 NUMBERS, NONE WENT  
THRU????  
SAID HE GOT RECORDINGS... I TRIED THE SAME NUMBERS

GOT RECORDINGS

A YOUR NUMBER CAN NOT BE CONNECTED AS DIAL,

B YOU MUST PUT A ONE OR A ZERO PLUS AREA CODE WHEN  
YOU DIAL THIS NUMBER,

C YOU DO NOT NEED TO PUT ONE OR ZERO IN FRONT TO DIAL  
THIS NUMBER,

IF ALL TRUE, HOW DO YOU DIAL THIS NUMBER????

FEB 3 2012 RECEIVED CALL FROM FRONTIER, 208-762-  
8092--- WANTED TO KNOW HOW PRE HEARING WENT, THIS CALL  
FROM A WOMAN. I TOLD AS ALL PRE HEARINGS GO,

SHE SAID I WAS GOING TO GET CALL FROM JEFFERY SCOTT--  
FRONTIER TECH-- I TOLD HER I WAS TRIED OF HEARING FROM  
JEFFERY SCOTT,,, AT THAT TIME SHE SAID, THEN A  
SUPERVISOR WOULD CALL ME---- THAT AFTERNOON, TODAY IS  
FEB 7 2012, I HAVE NOT HEARD A WORD

REDMOND

Tuesday, February 07, 2012

## REDMONDS PHONE TROUBLES

ON FEB 5 2012---RECEIVED CALL FROM 815-499-1274 212 PM

IN MIDDLE OF CONVERSAVTION, PHONE GOES DEAD,  
COMPLETELY,

UPON CALLING 815 499 1274 AFTER CALLING 815-499-1274  
BACK, HE STATED  
THE LINE WENT DEAD- TRIED TO CALL 2 TIMES MORE ONLY TO  
GET NOTHING, THEN A  
,,//????/ RECORDING

THAT AFTR NOON ON FEB 5 2012, MR GREEN FROM ACROSS,  
ALLEY CAME OVER, STATED I JUST CALLED YOU , DID NOT THE  
TELEPHONE RING, I GOT A RECORDING...  
WE BOTH LOOKED AT CALLER ID, IT SHOWED HIS NUMBER, BUT  
PHONE DID NOT RING, AND HE GTO A RECORDING?????

*Redmond*

20 December, 2011 7:10:00 AM

RESPONSE--- TO NOTE LEFT IN MAIL BOX ON DECEMBER 19

FRONTIER- I HAVE BEEN TOLD THAT THE TROUBLE IS IN CABLE THAT GOES EAST FROM POST IN ALLEY TO BOX ON ACORN ST, 5 DIFFERENT PEOPLE HAVE TOLD ME THAT, TWO FRONTIER FROM FRONTIER-- ONE FROM A CO, THAT WORKS FOR FRONTIER-- ONE FROM AT&T. AND FROM INTERNET SO CALLED EXPERT, ALSO FROM YOUR INTERNET PEOPLE.

THAT THERE IS SOMETHING WRONG WITH CABLE 314 FT FROM POST- WHERE IT CROSSES DITCH,,

IAM NO TELEPHONE PERSON-AND DONT CLAIM TO BE, THERE PROBABLY HAS BEEN 15 DIFFERENT REPAIR PEOPLE OUT HERE, EACH WITH A DIFFERENT IDEA, ---- ALL I KNOW THIS PHONE ONLY WORKS 60 PERCENT OF TIME-----IAM IN HOUSE, IF YOU CALL ME AT 853 5640 I WILL ANSWER---- IF AT THAT TIME THE PHONE WORKS--OTHER WISE KNOCK LOUD AT BVACK DOOR---

REDMOND

Mr. Richmond

Telephone  
Company

Frontier was here today

12-19-11 took some readings on  
drop from Red in alley to home  
I'm going to send a crew  
out to have your drop replaced  
for good of Service Pair 1 (Red-N-  
green) I found open one side  
Pair 2 (Blue-N-yellow) I see  
no trouble at this time but  
will go ahead ahead & have  
drop replaced.

13:00 hours (1 PM)

Monday I was  
here.

I WAS HOME 1300 Monday

Seen no one + Heard no knots  
on door?

Neighbor said seen no one.

Lat Repair Man SAID see no good  
From Post to Junken 314 ft Down Alley?

JANUARY 26 2012

REDMONDS PHONE TROUBLES

JAN 26 2012--- PHONED JUDGE YODER-- ADMIN JUDGE ICC, TO  
CONFIRM APPOINTMENT.  
217-785-3805 AT 143 PM---- I GOT RECORDING-- THIS NUMBER HAS  
BEEN DISCONNECTED ?????

A FEW MINUTE LATER TRIED TO E MIAL JUDGE YODER, <SYODER  
@ICC.ILLINOIS.COM>  
THEY CAME BACK (UNKOWN FAILURE) ????

ABOUT ONE LATER ALL WENT THRU////???????????????

ACT AS IF SOMETHING OR SOME ONE IS FOOLING WITH LINES ?????

SINCERELY REDMOND

**John**

---

**From:** "Yoder, Stephen" <syoder@icc.illinois.gov>  
**To:** "John" <redmo1@frontier.com>  
**Sent:** Monday, January 30, 2012 7:00 AM  
**Subject:** RE: conference docket no.11-0788

I am not sure of your message. My phone # is still 217-785-3805, however I do not have voice mail for this number. I just tried it and it is working.

J. Stephen Yoder, Administrative Law Judge  
 Illinois Commerce Commission  
 217-785-3805

**From:** John [mailto:redmo1@frontier.com]  
**Sent:** Thursday, January 26, 2012 3:52 PM  
**To:** Yoder, Stephen  
**Subject:** Re: conference docket no.11-0788

sir i dialed your number 2177853805 at 143pm got redording, that your phone was longer in service, i also sent you three e- mails, finally oneof them must have got tru, before came back error ////???

----- Original Message -----

**From:** Yoder, Stephen  
**To:** John  
**Sent:** Thursday, January 26, 2012 3:42 PM  
**Subject:** RE: conference docket no.11-0788

Mr. Redmond,

If you prefer not to drive from Kewanee, Frontier may be setting up a call-in number. If they don't, I can also provide you the number for the hearing room which you could call.

J. Stephen Yoder, Administrative Law Judge  
 Illinois Commerce Commission  
 217-785-3805

**From:** John [mailto:redmo1@frontier.com]  
**Sent:** Thursday, January 26, 2012 1:48 PM  
**To:** Yoder, Stephen  
**Subject:** Fw: conference docket no.11-0788

----- Original Message -----

**From:** John  
**To:** Yoder, Stephen  
**Sent:** Thursday, January 26, 2012 1:43 PM  
**Subject:** conference docket no.11-0788

JUDGE YODER-----FROM JOHN T. REDMOND

I WILL BE THERE AT THE LELAND BUILDING ON FEB 2 2012 FOR PRE HEARING, SINCERELY-  
 JOHN T. REDMOND--- THIS MATTER SURE NEEDS STRAIGHTEN OUT.

1/30/2012

**John**

**From:** "John" <redmo1@frontier.com>  
**To:** "Yoder, Stephen" <syoder@icc.illinois.gov>  
**Sent:** Monday, January 30, 2012 8:09 AM  
**Subject:** Re: conference docket no.11-0788

SIR. NOW YOU KNOW WHAT IS WRONG WITH MY PHONE I TRIED TO CALL YOU AT 217 785 3805, ( THE RECORDING I RECIVED SAID THIS NUMBER HAS BEEN DISCONNECTED)---- I TRIED TO E MAIL YOU 3 TIMES---- EACH TIME ONLY TO GET BACK ERROR UNKNOW, SIR IS PRECISELY WHAT IAM COMIING TO SPRINFIELD ABOUT, MAYBE YOU WOULD KNOW WHAT I SHOULD DO, I GETS OLD, AND CANNOT FIX OR DONT WANT TO?/ I DONT KNOW HOW TO ELABORATE, ON NUMBER DISCONNECTED,,,ALL NUMBERS AND E MAILS HAVE GONE TRU SINCE????

----- Original Message -----

**From:** Yoder, Stephen  
**To:** John  
**Sent:** Monday, January 30, 2012 7:00 AM  
**Subject:** RE: conference docket no.11-0788

I am not sure of your message. My phone # is still 217-785-3805, however I do not have voice mail for this number. I just tried it and it is working.

J. Stephen Yoder, Administrative Law Judge  
 Illinois Commerce Commission  
 217-785-3805

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**To:** Yoder, Stephen  
**Subject:** Re: conference docket no.11-0788

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----- Original Message -----

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**Sent:** Thursday, January 26, 2012 3:42 PM  
**Subject:** RE: conference docket no.11-0788

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J. Stephen Yoder, Administrative Law Judge  
 Illinois Commerce Commission  
 217-785-3805

1/30/2012

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**Sent:** Thursday, January 26, 2012 1:48 PM  
**To:** Yoder, Stephen  
**Subject:** Fw: conference docket no.11-0788

----- Original Message -----

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**To:** Yoder, Stephen  
**Sent:** Thursday, January 26, 2012 1:43 PM  
**Subject:** conference docket no.11-0788

JUDGE YODER-----FROM JOHN T. REDMOND

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T. REDMOND--- THIS MATTER SURE NEEDS STRAIGHTEN OUT.

1/30/2012

Caesar Greene  
1326 Pine Street  
Kewanee, Ill. 61443

### Some of Troubles with Redmond Telephone I witnessed

ON Jan. 31 or Feb 1, I used Redmond Telephone to call three different 540 Numbers Each time I would get a recording

- A The number cannot be completed as dialed
- B You must put a one or zero plus Area code
- C There is NO need to put a one or zero to dial this number.

Again in January, I was witness to a conversation, in fact took part in Home between Mr. Redmond, Jeffrey Scott, a Frontier Tech. Mr. Scott said he would get a crew in Mr. Redmond's house to change Junction Box in Basement He would change all phone jacks in basement and would change outside jack the next day

Two days later, I went to Redmond house. They had change junction boxes in Basement, but had not changed or touch any of the jacks in the house or outside.

Several times I've called Redmond at 853-5640, only to get a Beep, Beep, Beep.

Several times I've called to get a Recording. This number has been disconnected.

Several times it takes very long time to get this phone to ring.

Several times I have called only to get they are not accepting calls at this number.

Several times his phone will not ring and go to voice mail.

Several times, the conversation on phone gets cut off.

I hope this helps to get his phone fixed.

Sincerely  
Caesar Greene

Copy to Chief Clerk.

I cc. Springfield III  
copy to Kevin Saville  
ATTORNEY FRONTIER

Bradley Waugh

February 11, 2012

3040 1225 North Ave.

Neponset, IL 61345

Phone: 309-594-2157

Re: John T. Redmond's Phone Problems

To Whom It May Concern:

I am a witness to Mr. Redmond's phone troubles. For 7 or 8 months, I've had a great deal of trouble calling Mr. Redmond at 309-853-5640. At times, his number goes directly to voice mail, without ringing. One time, the only reason Mr. Redmond was aware that I was trying to call was that he heard me leaving a message on the voice mail and was able to pick up. Other times when I've tried to call, I've just received a recording saying that his voice mail is not hooked up. It doesn't ring, and then it disconnects. Sometimes, I receive a recording that Mr. Redmond's phone has been disconnected or that he is not accepting calls...?! Yet other times, it will ring once and simply go dead.

When I have been able to reach John by phone, his phone often goes dead during the conversation. Other times, I can barely hear his voice and have to recall to get a good connection.

I have been at his home when the phone has gone dead. We tried disconnecting the phone line at the outside jack and then plugged 2 different phone into the jack to test it. When we did this from the outside jack, the line was dead. I then called John's number from my cell phone as we stood outside and got a recording saying that his phone was disconnected. I also had my son, Roger Waugh, call John's number from his phone, and he got the same recording. About 10 minutes later, the outside line and jack were okay.

The phone problems still continue. What's going on?

Respectfully submitted,

Bradley Waugh

A handwritten signature in black ink that reads "Bradley Waugh". The signature is written in a cursive, slightly slanted style.