

JOHN T, REDMOND --- VS-- FRONTIER NORTH-- DOCKET # 11-0788

COPIES TO CLERK ICC AND TO MR SAVILLE FRONTIER LAWYERS

ON TUESDAY FEB 14, RECIVED, ANSWERS FROM FRONTIERS LAWYERS ABOUT MY COMPLAINT, IAM UNABLE TO COPY THOSE ANSWERS, DONT KNOW WHY MAYBE BLOCKED????

1. ABOUT FRONTIER SAYING I DID NOT REPORT ALL TROUBLES TO THEM,,,,, AFTER CALLING FRONTIERS 800 NUMBER SEVERAL TIMES AND REPORTING TROUBLES,, THE REPAIR MEN THEY SENT OUT-- SAID , INSTEAD OF CALLING THE 800 NUMBER. CALL US, SEVERAL GIVING THERE NUMBER TO ME.

SAYING WE HAFT TO CATCH, THAT PHONE MESSED UP, AND CALLING THE 800 NUMBER, THER IS A TIME DELAY, I DID CALL THOSE REPAIR MEN, SOMETIMES GETTING THEM TO COME OUT, AND SOMETIMES NOT, WETHER THEY REPORTED THIS TO FRONTIER , I HAVE NO WAY OF KNOWING,

MR. HOOD WHO LIVES ABOUT 500 FT FROM ME, -- HE IS A REPAIR MAN FOR FRONTIER--- TOLD ME TO GET A HOLD OF HIM, WHEN THE PHONE MESSED UP

ONE SATURDAY MORNING-- THE PHONE WENT DEAD, I WALKED DOWN TO MR HOODS RESIDENTS, AND ASKED HIM TO COME AND LOOK , THE PHONE IS DEAD--- HE STATED -- HE DID NOT WORK ON SATURDAY--- AND THAT WAS THAT,,,,,???????? AFTER THAT JEFFERY SCOTT FRONTIERS SUPERVISOR- STATE TO CALL HIM OR FAX HIM ABOUT TROUBLE,, THIS I DID SEVEAL TIMES, I BELIVE YOU HAVE THE FAXS I SENT HIM, I HAVE NO IDEA IF HE TOLD FRONTIER OF TROUBLES??

CHIEF CLERK
FEB 17 11 27
ILLINOIS COMMERCE
COMMISSION

ANSWERS TO PARAGRAPH, 3 AND 4,
MR, JEFFERY SCOTT, AREA SUPERVISOR FRO FRONTIER TOLD ME -- IN FRONT OF MR GREEN-- THAT HE WAS TO RUN CABLE DOWN ALLEY TO EAST FROM PEDESTAL TO JUCTION BOX,, THAT WOULD TAKE EIGHT DAYS,, SOMEONE FROM FRONTIER-- TOLD JOHN AT THE ICC, THEY WOULD DO SAME BUT IT WOULD TAKE-- ABOUT THREE WEEKS >>>??----- THAT FRONTIER WOULD HAFT TO GET PERMITS FROM CITY OF KEWANEE ILL ???? THAT LINE WOULD HAFT TO BE BORED???? MIND YOU THIS A SOFT SURFACE===== NOTHING EVER HAPPENED ONE WAY OR OTHER,

AFTER DEC.2 2012--- FRONTIER STATED -- PER JEFFERY SCOTT. THEY WERE GOING TO RUN NEW DROP FROM ALLEY TO HOUSE, THIS WAS NEVER DICUSSED WITH ME BEFORE.....BUT FRIST WOULD HAFT TO GET A PERMIT FROM CITY OF KEWANEE,,, TO BORE////??

ON FEB.14 2012---- I TALKED TO MIKE RAPZACK (HEAD OF KEWANEE ILL STREET DEPT) ASKED HIM IF FRONTIER HAD EVER REQUSTE A PERMIT TO BORE IN ALLEY , BEHIND 1325 ROCKWELL ST. KEWANEE--- HE ANSWERED NOT TO HIS KNOWLEDGE. BUT WOULD ASK CITY MANGER AND CITY ENGINE ER AND TO COME BACK THAT AFTER NOON-- I DID, AT THAT TIME MR RAPSACK. SAID FRONTIER HAD NOT SUBMITTED A PLAN NOR A REQUEST FRO PERMIT AND **HAD NOT BEEN ISSUED A PERMIT**--- SIR. MADAMES, SOME ONE AT FRONTIER IS NOT TELLING THE TRUTH,

SOMEONE AT FRONTIER IS TAP DANCING

SINCERELY

JOHN T. REDMOND

John

From: "John" <redmo1@frontier.com>
To: <Barbara.Matson@frontiercorp.com>
Sent: Tuesday, February 14, 2012 2:12 PM
Subject: bore permit
john t. redmond vs frontier north--- docket #11-0788

on your answer to complaint-- pararaph 3
would you send me copy of request to bore in alley back of 1325 rockwell
st-- also a copy of permit issued.. by the city of kewanee ill.

thank you --- john t. redmond

2/14/2012

John

From: "John" <redmo1@frontier.com>
To: "Hudgick-Matson, Barbara" <Barbara.Matson@FTR.com>
Sent: Wednesday, February 15, 2012 9:37 AM
Subject: Re: Illinois Docket No. 11-0788: Notice of Filing of Frontier North Inc. - Answer to Complaint - WORD format

THANK YOU,, HAVE NOW COPY, OF ANSWERS TO COMPLAINT==
 PLEASE SEND,IF YOU WOULD -COPIES OF REQUEST TO BORE AND
 PERMIT TO BORE PARAGAPHS 3 AND 4 -FROM CITY OF KEWANEE
 ILL
 AGAIN THANK YOU--- JOHN T, REDMOND

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

From: Hudgick-Matson, Barbara
To: 'John'
Cc: Boswell, Karen ; Phillips, Jack ; Saville, Kevin
Sent: Wednesday, February 15, 2012 8:32 AM
Subject: RE: Illinois Docket No. 11-0788: Notice of Filing of Frontier North Inc. - Answer to Complaint - WORD format

Mr. Redmond,

I also sent you a **paper copy** of Frontier's Answer to Complaint via **U.S. First Class Mail** – which you should receive today. However, for your convenience, I am providing a copy of Frontier's Answer in **WORD** format. See attached.

Barbara Hudgick-Matson
 Legal Assistant
barbara.matson@ftr.com
 952-491-5510 (o)
 952-491-5577 (f)

From: John [mailto:redmo1@frontier.com]
Sent: Tuesday, February 14, 2012 6:41 PM
To: Hudgick-Matson, Barbara
Subject: Re: Illinois Docket No. 11-0788: Notice of Filing of Frontier North Inc. - Answer to Complaint

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

From: Hudgick-Matson, Barbara
To: 'redmo1@frontier.com' ; Boswell, Karen ; Phillips, Jack ; 'syoder@icc.illinois.gov'
Cc: Saville, Kevin
Sent: Monday, February 13, 2012 3:58 PM
Subject: Illinois Docket No. 11-0788: Notice of Filing of Frontier North Inc. - Answer to Complaint

John T. Redmond vs. Frontier North Inc., Complaint as to Service in Kewanee, Illinois, Docket No. 11-0788

Attached please find Frontier North Inc.'s **Answer to Complaint** which was filed in the above-referenced proceeding, via e-Docket today, February 13, 2012.

Barbara Hudgick-Matson
 Legal Assistant to Kevin Saville
 Frontier Communications

2/15/2012