



PublicService Commission <psc@utah.gov>

Fwd: Docket No. 19-041-01

1 message

Elizabeth Rad <erad237@gmail.com>

Thu, Mar 21, 2019 at 3:03 PM

To: PublicService Commission <psc@utah.gov>

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Dear All

I am Elizabeth Rad the owner of Sorrel River Ranch. My hotel does not have any phone service. This has been going on for months. Frontier is not responsive. My bookings are down Year over year and we can attribute this to our phone service.

Today we lost all service, we have reached out to Frontier and we have had 0 response.

We have housing on property for 70 employees, We have hotel rooms on property with a maximum occupancy of 120. We do not have reliable cell service for miles. We are without the ability to communicate without our land lines.

How do I escalate this situation and get the State to do something to force Frontier to deal with this issue.

Elizabeth Rad

Elizabeth Rad
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On Feb 28, 2019, at 5:59 PM, PublicService Commission <psc@utah.gov> wrote:

Formal Complaint of SRR Partners, LLC d/b/a Sorrel River Ranch Resort & Spa against Frontier Communications

To view the Notice, please click on the link below, or view the attached.

<https://pscdocs.utah.gov/telecom/19docs/1904101/3068531904101nofacp2-28-2019.pdf>

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<3068531904101nofacp2-28-2019.pdf>

