



PublicService Commission <psc@utah.gov>

Fwd: Sorrel River Ranch / Frontier

1 message

Dave Ciani <managingdirector@sorrelriver.com>
To: psc@utah.gov

Thu, Mar 28, 2019 at 11:36 AM

Please see communications below.

----- Forwarded message -----

From: **Dave Ciani** <managingdirector@sorrelriver.com>

Date: Thu, Mar 28, 2019 at 10:24 AM

Subject: Re: Sorrel River Ranch / Frontier

To: Lipp, Shannon <shannon.lipp@ftr.com>, Giles, Mike <Mike.Giles@ftr.com>

Cc: erad237@gmail.com <erad237@gmail.com>, gm@sorrelriver.com <gm@sorrelriver.com>, operationsdirector@sorrelriver.com <operationsdirector@sorrelriver.com>, accounting@sorrelriver.com <accounting@sorrelriver.com>, Toso-Condon, Robin <robin.j.toso-condon@ftr.com>, Zink, Leslie <Leslie.Zink@ftr.com>, pschmid@agutah.gov <pschmid@agutah.gov>, jjetter@agutah.gov <jjetter@agutah.gov>, rmoore@agutah.gov <rmoore@agutah.gov>, stevensnarr@agutah.gov <stevensnarr@agutah.gov>, etedder@utah.gov <etedder@utah.gov>, Thomson, George <george.thomson@ftr.com>

Shannon and Mike,

We are still having issues with phone service. Today I have had three calls not go out successfully and yesterday had a call dropped. Your fix is not complete.

Shannon: you have still not replied to my last email. What credit are you referring to in your letter. I expect to understand what service credit you are issuing before the end of the day today.

Thank you,
Dave Ciani

On Fri, Mar 22, 2019 at 3:50 PM Lipp, Shannon <shannon.lipp@ftr.com> wrote:

Ladies and Gentlemen:

Attached please find Frontier's Answer to Formal Complaint in the Sorrel River Ranch matter. The same has been sent for electronic filing on today's date.

Thank you,

Shannon Lipp

Legal Assistant

Frontier Communications

shannon.lipp@ftr.com

425.261.1023



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Dave

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Dave



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