

# Complaint Report

---

**Complaint Number:** C19-0041

## Customer Information

**Customer Name:** May, Jane

**Account Number:** 435-259-8262

**Phone Number:**

**Email Address:**

**Service Address:** 279 E Pope Lane  
Castle Valley, UT 84532

## Complaint Information

**Company Name:** Frontier

**Date Received:** 2/15/2019

**Type of Call:** Complaint

**Complaint Received By:** Maria Martinez

**Gone Formal:** NO

**Date Resolved:**

**Complaint Type:** Outage

**Utility Company Analyst:**

## Complaint Description:

According to Ms. May, the whole area where she lives in Castle Valley has had numerous outages of services provided by Frontier in their landline and internet service.

Ms. May states that numerous customers has experienced unreliable service since about the second or third week of December. She adds that the services has only slightly stabilized in the last ten days or so.

She has called Frontier numerous times and has left messages but never receives a call back. And when she does get to finally speak to a representative, she gets the same response of either, no record of a service call from her, or it is a known equipment base problem, or that the company is not aware of any equipment issues in the valley.

Ms. May adds that because the valley has no emergency capability due to the numerous service outages, the Sherriff's office has gotten involved so that should emergency occur, the valley has a way of getting help or assistance.

According to Ms. May, she has managed to get Frontier's Regional Manager's contact number which she has tried to call numerous times without success. She adds that she finally was able to reach the General Manager once, has spoken to him for about 40 minutes, but the call dropped and she never received a call back.

She also has a guest house in the property with an Account #435-259-8267 and have had the same issues.

**Complaint Response:**

2-22-2019

Toso-Condon, Robin

Attachments

12:14 PM (56 minutes ago)

to me

Hi Marialie,

This is an update for Jane May Informal Complaint-1-15-2019

Frontier local manager has advised: A new radio installed has been found to be unstable, this is causing phone calls and internet drops. Frontier continues to work on resolution. However, at this time we do not have an estimated time frame for completion. We will provide an update once it is available. I have spoken to Ms. May as well.

Thank you,

Robin Toso-Condon

Team Lead/Executive Customer Relations

Frontier Communications

robin.j.toso-condon@ftr.com

Hello,

Thank you for the update. I will keep this complaint open until there has been a resolution to the complaint and receive your final update.

Thanks,

Maria

Hi Marialie,

This is an updated for Jane May Informal Complaint-1-15-2019

Frontier local manager has advised plans are being made to replace the Radio which is tentatively scheduled for March 12-13.

Thank you,

Robin Toso-Condon

Team Lead/Executive Customer Relations

Frontier Communications

robin.j.toso-condon@ftr.com

3-6-2019

Thank you, I will update our complaint report as well.

Please email me the final response once the issue has been resolved.

Thanks,

Maria

