

# Informal Complaint Report

Index Number: 5369 Company Name: Frontier

## CUSTOMER INFORMATION

Customer Name: Boger, Kim (Cali Cochitta B&B) Account Number:  
Other Contact Info: Phone Number: (435) 259-4961  
Customer Address: Other Phone:  
Customer Address: Email Address: info@moabdreaminn.com  
City: State: 0 Zip Code:

## COMPLAINT INFORMATION

Type of Call: Complaint Complaint Type: Customer Service  
Date Received: 7/2/2014 Date Resolved: 7/3/2014  
Complaint Received By: Maria Martinez DPU Analyst Assigned: 0  
Utility Company Analyst: Barbara Saunders  
Company at Fault:  Actual Slamming Case:  Actual Cramming Case:

### Complaint Description:

Gary Widerburg  
9:20 AM (2 hours ago)

to me  
Maria,

Please see the email below.

Thanks,

Gary

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

From: PublicService Commission <pse@utah.gov>  
Date: Wed, Jul 2, 2014 at 6:25 AM  
Subject: Fwd: Complaint about Frontier Phone Service  
To: "Widerburg, Gary" <gwiderburg@utah.gov>

Gary,  
Not sure if we can do anything about this...  
Laurie

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

From: Cali Cochitta B&B <info@moabdreaminn.com>  
Date: Tue, Jul 1, 2014 at 6:36 PM  
Subject: Complaint about Frontier Phone Service  
To: pse@utah.gov

# Informal Complaint Report

To whom this may concern,

I live in Moab Utah and I am switching services over to Emery Telecom so that I have better internet and phone service. They have been trying to connect my service all day long and apparently they are at a standstill for all incoming calls from cell phones. Frontier is holding it up and any incoming calls from cell phones receive the message that states "this number is no longer in service". Guests who are trying to contact us to make reservations cannot reach us. I am losing business over this and it's not right... in fact it's criminal. Who is responsible for this and who is going to make it so that this does not happen and make them accountable for what they have done. Who will pay for my loss of business. I am completely irate and something needs to be done about this not just for me but for other people who make a decision to change their services.

Sincerely,  
Kim Boger  
Cali Cochitta B&B  
(435)259-4961

## Complaint Response:

Frontier Communications

Complaint Number: none Company Code: n/a

Customer Name: Cali Cochitta B&B Phone: 435/259-4961  
Filed by: Kim Boger

Frontier has received the following complaint :

I live in Moab Utah and I am switching services over to Emery Telecom so that I have better internet and phone service. They have been trying to connect my service all day long and apparently they are at a standstill for all incoming calls from cell phones. Frontier is holding it up and any incoming calls from cell phones receive the message that states "this number is no longer in service". Guests who are trying to contact us to make reservations cannot reach us. I am losing business over this and it's not right... in fact it's criminal. Who is responsible for this and who is going to make it so that this does not happen and make them accountable for what they have done. Who will pay for my loss of business. I am completely irate and something needs to be done about this not just for me but for other people who make a decision to change their services.

Frontier has investigated the above statements and offers the following response:

The complaint was referred to our Carrier Service Center who advised of the following information:

PON 4352594961 was sent to Frontier on 06/30/14 17:29 to port 4352594961 to Emery Telecommunications.

Orders 56418685 and 56418686 were issued by automation with a due date of 07/01/14.

Emery Telecommunications took the number via Neustar at 10:48am on 07/02/14.

There were two other phones numbers billing with this telephone number, 435-259-8167 and 435-259-4964.

Telephone number 435-259-8167 was being left on the account; therefore order 56418683 was placed to remove 435-259-4961 as the telephone number to bill together with.

Telephone number 435-259-4964 was a distinctive ring number. Emery Telecommunications sent a separate PON 4352594964 on 06/30/14 17:14pm to take 4352594964. Order 56418662 was issued with a due date of 07/01/14. Emery took the number via Neustar at 10:48 AM on 07/02/14.

The two telephones numbers would have been set on triggers for the due date of 07/01/14 and Frontier would have pulled the service out of our switch completely the morning of 07/02/14.

Until Emery activated there would have been a disconnect message to all callers not just cell phones.

It has been verified that both numbers are out of our switch.

07/03/14 10:53am I contacted Ms. Boger and attempted to explain the investigation above. She inquired stated "wouldn't Emery have known to take the number on July 1st?" I explained that per our Carrier Service Center that cell phone callers would have received a disconnect message until Emery activated the number in Neustar. She states that Emery had made a call to Frontier to determine why callers were receiving a disconnect message and this did not resolve the issue. She wants to know who will pay for their loss of business. I advised that the porting out was scheduled for July 1st as requested and that the investigation would be sent to the Public Service Commission for review. She then stated F\*\*\* off as she disconnected the call.

Frontier Specialist: Barbara Saunders  
Department: Consumer Relations  
Telephone Number: 877 433 3806 ext. 4194  
Fax Number: 585 262 9505

7-3-2014

Ms. Boger,

This is in response to your email to the Public Service Commission (Commission), forwarded to the Division of Public Utilities (Division) to process.

The role of the Division is to facilitate the Informal Complaint between a utility and its customer. Our interest is in making sure the customer's complaint is taken, the company responds, and the customer is informed of the right to file a Formal Complaint with the Commission in the event the Informal

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process does not resolve the issue. The Commission is the one vested with authority to resolve a complaint when the company and customer are unable to work it out.

Your complaint was processed and sent to the company for a response. Frontier has responded and your Informal Complaint is now closed. See the attached Informal Complaint Report for your review.

You may file a Formal Complaint with the Commission if you're not satisfied with the company's response. For your convenience, attached is the Formal Complaint Form and Instructions should you wish to file a Formal Complaint with the Commission.

Respectfully,

Marialie Martinez  
Manager, Customer Service  
UT Division of Public Utilities  
marmartinez@utah.gov

**Additional Information:**