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# DPU ONLINE COMPLAINT

## UTILITY CUSTOMER

**FROM:** Susan Hilliard

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**SERVICE ADDRESS:**

1000 Porcupine Ranch, Road 79 Castle Valley, UT 84532

## INCIDENT DETAILS

**UTILITY:** Frontier Communications

**ACCOUNT NUMBER:** see below

**COMPLAINT TYPE:** Repair

**COMPLAINT:**

Account No. - 435-259-5680-0305-078 Frontier Communications (Frontier) has failed to restore landline service after service was interrupted years ago. I have repeatedly requested that Frontier restore landline service to the property, including in two recent letters dated April 14, 2015 and April 30, 2015, but Frontier has continually refused to restore landline service or provide a justification for its continued failure.

**SUGGESTED RESOLUTION:** Prompt restoration of landline service.

## TECH INFO

**BROWSER:** Google Chrome 42.0.2311.152

**PLATFORM:** Windows

**SCREENRES:** 1280 x 1024

**IP:** 66.193.100.82

**FORM:** /compform.html