



**FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114**

1. Name of Complainant: Wyndee Hansen DBA Hole N' The Rock Inc.
Address: 11037 So. Highway 191, MOAB, UTAH 84532
Telephone No.: (435) 686-2250 Bus. (435) 686-9988 Res.

If represented by counsel, list:

Name: _____

Address: _____

Telephone No.: _____

2. The utility being complained against is: Frontier Communications

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.

Please see attached.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?

Attached

5. What relief does the Complainant request? fiber hookup

6. Signature of Complainant Wyndee Hansen

Date: 10/16/15

October 16,2015

Public Service Commission
Heber Wells Building
160 East 300 South, Fourth Floor
Salt Lake City, Utah 84114

To Whom It May Concern,

This is in response to previous informal complaints filed against Frontier Communications with regards to their in adequate services provided to me and my business for the past 4 years.

I am attaching copies of the 2 informal complaints filed over the past two years. The issues at hand have been ongoing for at least 4 years. I am also sending pictures of their "bandaid" fix from 2014 after my complaint. At that time, they promised that they would hook up to the fiber and installed a new box to do it. They then jerry rigged a cable between the two boxes and it has been like that ever since.

After the last issue this past week, they said they were installing new cards in Lasal. (Whatever that means) and that their goal according to Randy Day, was to give me "adequate" service again. As I write this letter today, there is still static and clicking noises on our lines. It always just another band aid fix to keep the old outdated lines working instead of taking care of the customers.

Keep in mind, we are isolated out here in a dead zone with no cell phones like I have stated in the complaints. At least 2-3 times a week, someone comes into the business needing assistance and looking for a working phone to call roadside assistance because they are broken down out on the highway. We have had to call 911 numerous times over the years for various reasons such as a car accident, medical assistance for someone in the parking lot. More recently, 2 weeks ago, a fire out on the highway across from us. Bottom line, we have to rely on landlines. During these outages, we are without 911 services. I have to get in the car and drive up the highway 2 miles to call Frontier or 911.

As you can see from the pattern going on these past years, they keep fixing the lines with band aids and have promised over and over to hook up to the new lines which by the way, run right overhead through my parking lot. Those lines have been there for 3 years. This latest fix has not been finished adequately.

Also on another note, Emery telecom came through this last summer and ran their fiber lines through my parking, right along Frontier's lines. They offered to hook us up, but after further investigation, they informed us that they could not help us because Frontier had a monopoly on the phone lines here. Now I have 2 unsightly lines running through my property that do me no good.

We appreciate your time and help with getting this matter resolved.

Sincerely,

Wyndee Hansen
Hole N' The Rock, Inc
11037 So. Highway 191
Moab, Utah 84532

Informal Complaint Report

Index Number: 5802 Company Name: Frontier

CUSTOMER INFORMATION

Customer Name: Hole N' The Rock Account Number: 435686225007
 Other Contact Info: Wyndee Hansen Phone Number: (435) 686-9988
 Customer Address: 11037 South Highway 191 Other Phone: (435) 686-2250
 Customer Address: Email Address: hnrook@citlink.net
 City: Moab State: UT Zip Code: 84532

COMPLAINT INFORMATION

Type of Call: Complaint Complaint Type: Outage
 Date Received: 10/8/2015 Date Resolved:
 Complaint Received By: Briku Tedder DPU Analyst Assigned: 0
 Utility Company Analyst: Barbara Saunders
 Company at Fault: Actual Slamming Case: Actual Cramming Case:

Complaint Description:

DPU ONLINE COMPLAINT
 UTILITY CUSTOMER
 FROM: Hole N' The Rock

CONTACT: Wyndee Hansen

PHONE: 435 686-9988

OTHER PHONE: 435 686-2250

EMAIL: hnrook@citlink.net

SERVICE ADDRESS:
 11037 So. Highway 191 Moab, UT 84532

INCIDENT DETAILS

UTILITY: Frontier Communications

ACCOUNT NUMBER: 435686225007

COMPLAINT TYPE: Outage

COMPLAINT:

We have been experiencing regular outages for over 2 yrs now. We are located outside of town in a "deadzone". We have no cellphone service available to us to even call 911 when these outages occur. 2 years ago, Frontier ran a new fiber optic line through my property and installed a box on the property so they could hook up to it. These outages have lasted 5 days at a time sometimes. During that time, we cannot run any credit cards in any of the 3 stores. We are a major tourist attraction and get 500 visitors a day. We would not be able to call 911 in case of a fire or medical emergency. Frontier has been aware of this for 2 yrs and I have spoken with many people who have promised to fix the problem. They said we are on old lines that aren't functioning anymore. Some of the people I have spoken with are: Kraig Katsurai, Daniel Bell, Remiok Albitre, Kim Hoaly (their engineer), and recently Rundy Day who won't even return my calls. I have copies of past emails and correspondence with dates. Their techs that have to come out are just as frustrated because they said we are on such old lines out on the highway that they have to go up and down the highway to trace the issue. They said they could hook

Informal Complaint Report

me up to the fiber line and I would never lose service again. There is also have 5 more houses behind me and we all rely on landlines out here. These outages have cost me hundreds of dollars at a time due to no credit cards. I am so tired of getting lied to and the run around. I have a current repair ticket because the past few days, the lines keep dropping for 20 minutes at a time. I have 12 lines coming into my property. They sent a tech out today, but he thought he was here to fix the wiring indoors. They totally are not communicating. Please help. Thank you, Wyndee Hansen

SUGGESTED RESOLUTION: Hook up to the fiber line that they ran through my parking lot. Easy fix. Thanks.

Complaint Response:

From: Saunders, Barbara <Barbara.Saunders@frontier.com>
 Date: Thu, Oct 15, 2015 at 5:41 PM
 Subject: Final Report on Utah PSC Complaint #5802 for Hole N' The Rock
 To: Erika Tedder <etedder@utah.gov>
 Cc: "Lee, Kirk" <Kirk.Lee@frontier.com>, "Pittenger, Pamela" <PAM.PITTINGER@frontier.com>, "Giles, Michael" <Mike.Gilles@frontier.com>

Erika,

See attached Final Report on Utah PSC Complaint #5802 for Hole N' The Rock.

Please let me know if you have any questions.

Sincerely,

Barbara Saunders
 Consumer Relations Specialist
 West Region
 Frontier Communications
 877-433-3806 Ext. 4194 (o)
 585-262-9505 (f)

Frontier Communications

Complaint Number: 5802 Company Code: n/a

Customer Name: Hole N' The Rock Phone: 435-686-2250 ~ 435-686-9988
 Filed by: Wyndee Hanson

Frontier has received the following complaint :

We have been experiencing regular outages for over 2 yrs now. We are located outside of town in a "deadzone". We have no cellphone service available to us to even call 911 when these outages occur. 2 years ago, Frontier ran a new fiber optic line through my property and installed a box on the property so they could hook up to it. These outages have lasted 5 days at a time sometimes. During that time, we cannot run any credit cards in any of the 3 stores. We are a major tourist attraction and get 500 visitors a day. We would not be able to call 911 in case of a fire or medical emergency. Frontier has been aware of this for 2 yrs and I have spoken with many people who have promised to fix the problem. They said we are on old lines that aren't functioning anymore. Some of the people I have spoken with are: Craig Kaisumi, Daniel Bell, Remick Albitre, Kim Healy (their engineer), and recently Randy Day who won't even return my calls. I have copies of past emails and correspondence with dates. Their techs that have to come out are just as frustrated because they said we are on such old lines out on the highway that they have to go up and down the highway to trace the issue. They said they could hook

me up to the fiber line and I would never lose service again. There is also have 5 more houses behind me and we all rely on landlines out here. These outages have cost me hundreds of dollars at a time due to no credit cards. I am so tired of getting lied to and the run around. I have a current repair ticket because the past few days, the lines keep dropping for 20 minutes at a time. I have 12 lines coming into my property. They sent a tech out today, but he thought he was here to fix the wiring indoors. They totally are not communicating. Please help. Thank you, Wyndee Hansen

SUGGESTED RESOLUTION: Hook up to the fiber line that they ran through my parking lot. Easy fix. Thanks.

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

Frontier technicians report that the customer's phone service is currently up and running and appears to be stabilized. Because this customer is located in an isolated rural area, Frontier's lines, poles and other equipment are more susceptible to weather and other factors due to the location and age of the plant. Frontier is planning to upgrade the facilities serving this customer by the end of January 2016.

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

Informal Complaint Report

Additional Information:

10/16/2015:

I received the report from Frontier, and based on the same complaint from two years ago (and confirmation from DPU Manager, Marja Wright, I am suggesting to the customer to file a formal complaint with the PSC. I left a voicemail at 435-686-2250 for Wyndee Hansen to get back to me.

B. Tedder

Informal Complaint Report

Index Number: 5161 Company Name: Frontier

CUSTOMER INFORMATION

Customer Name: Hole N' The Rock Account Number: 454686225007
 Other Contact Info: Wyndee Hansen Phone Number: (435) 686-2250
 Customer Address: 11037 So. Highway 191 Other Phone: (435) 686-9988
 Customer Address: Email Address: hnrock@citlink.net
 City: Moab State: UT Zip Code: 84532

COMPLAINT INFORMATION

Type of Call: Complaint Complaint Type: Outage
 Date Received: 12/2 /2013 Date Resolved: 12/4 /2013
 Complaint Received By: Erika Tedder DPU Analyst Assigned: 0
 Utility Company Analyst: Barbara Saunders
 Company at Fault: Actual Slamming Case: Actual Cramming Case:

Complaint Description:

Here is an online complaint we received today:

UTILITY CUSTOMER:
 FROM: Hole N' The Rock
 CONTACT: Wyndee Hansen
 PHONE: 435 686-2250
 OTHER PHONE: 435 686-9988
 EMAIL: hnrock@citlink.net
 IP: 174.32.142.175 67.142.163.27

SERVICE ADDRESS:
 11037 So. Highway 191
 Moab, UT 84532

UTILITY: Frontier Communications
 ACCOUNT NUMBER: 454686225007

COMPLAINT TYPE: Outage

COMPLAINT: We have been without service since 11/22/13 to current! We are so rural that we have no cell service or 911 service. We are a business out on the highway complete with a USDA regulated zoo and need our phones fixed. I have called everyday. They still haven't fixed it. Please help. I can't even call you. We have internet thanks to Hughesnet. This happens regularly to us everytime there is a power oliche. There are 5 residences out here also that are isolated! We can't run credit cards. If someone had a heart attack in my parking lot, I would have to jump in the car and drive up the highway a mile to dial 911. Please advise. Thank you.

SUGGESTED RESOLUTION: 2 years ago, Frontier ran a new fiber optic line through our property all the way to Montecello from Moab. Since we are the only one out here. They will not hook us up we are told. The local techs say we are still on the old system and that it will just keep happening.

Complaint Response:

From: West Consumer Relations <FN.WestConsumerRelations@flr.com>
 Date: Mon, Dec 2, 2013 at 4:45 PM
 Subject: RE: UT - Hole N' The Rock / Wyndee Hansen
 To: Erika Tedder <etedder@utah.gov>
 Cc: "Saunders, Barbara" <Barbara.Saunders@citlink.net>

Informal Complaint Report

Thank you Erika.

I have received the complaint for Hole N' The Rock / Wyndee Hanson

Sincerely,
Barbara Saunders
Consumer Relations Specialist
West Region
Frontier Communications
877-433-3806 ext 4194 (office)
585-262-9505 (fax)

12/04/2013:
Frontier Communications

Complaint Number: 5161 Company Code: n/a

Customer Name: Hole N' The Rock Phone: 435/686-2250
Filed by : Wyndee Hansen CBR : 435-686-9988

Frontier has received the following complaint :

We have been without service since 11/22/13 to current! We are so rural that we have no cell service or 911 service. We are a business out on the highway complete with a USDA regulated zoo and need our phones fixed. I have called every day. They still haven't fixed it. Please help. I can't even call you. We have internet thanks to Hughesnet. This happens regularly to us every time there is a power cliche. There are 5 residences out here also that are isolated! We can't run credit cards. If someone had a heart attack in my parking lot, I would have to jump in the car and drive up the highway a mile to dial 911. Please advise. Thank you.

SUGGESTED RESOLUTION: 2 years ago, Frontier ran a new fiber optic line through our property all the way to Montecello from Moab. Since we are the only one out here. They will not hook us up we are told. The local techs say we are still on the old system and that it will just keep happening.

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

The Area Technical Supervisor made contact with Ms. Hansen and explained to her what is going on with her service. She stated that the service has been on and off, but not continuously out but still unacceptable. He informed her that they are still working on the problem and will continue to do so for the remainder of the day. When he spoke with her, he called her on telephone number 435-686-2250 to confirm that the service is back up and running with a few little issues to be addressed. He provided her with his cell phone and desk number which she was relieved to have a local contact. He advised her that they will be taking a different approach with their services in the coming year and will be servicing them from the fiber line running past their office. After they discussed getting her back into service, she requested a credit for the days she has been out of service therefore a credit in the amount of \$184.70 plus \$3.69 in tax for 11 days out of service on all lines to the business.

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

Additional Information:

I thanked Barbara/Frontier and closed the case.
E. Tedder

RE: Phone bill and service for hnrack

From: "Bell Daniel" <Daniel.Bell@FTR.com>

To: "hnrack@stillink.net" <hnrack@stillink.net> "Katzumi Kraig" <Kraig.Katzumi@ftr.com>

Hi Wyndee,

I apologize for not getting back to you sooner.

I processed an order on February 12th to activate the credits that dropped off your phone bill. Please reach out to me when you get your next statement.

Thanks

Daniel E. Bell
Medium Account Executive - Sales - Nevada Market
Frontier Communications
111 West Front St
Elko, NV 89801
775-739-4408 (o)
775-739-0200 (f)
daniel.bell@ftr.com
"I Can Help You!"

-----Original Message-----

From: hnrack@stillink.net [mailto:hnrack@stillink.net]
Sent: Tuesday, February 17, 2015 2:39 PM
To: Katzumi, Kraig
Cc: Bell, Daniel
Subject: RE: Phone bill and service for hnrack

Hi Kraig, congrats on the new position. I hope all goes well for you. I hate to be a bother but I have not heard back from anyone yet and I am worried about the bill getting up there. I made a partial payment over the weekend but I am not sure about how much is owed or overcharged. I got a new email today saying my balance is 1800.00. It's freaking me out. I would call the main billing number but I have not had the best experience with them. Please advise. Thanks Wyndee

On Wed, 2/11/15, Katzumi, Kraig <Kraig.Katzumi@ftr.com> wrote:

Subject: RE: Phone bill and service for hnrack
To: "hnrack@stillink.net" <hnrack@stillink.net>
Cc: "Bell, Daniel" <Daniel.Bell@FTR.com>
Date: Wednesday, February 11, 2015, 5:08 PM

Hi Wyndee:

In checking with my Customer Service Advisor, he saw that the Frontier bundle promo you were on had expired. We can sign up you up again with the same promo.

I have taken a new position with Frontier Communications, but included my colleague Dan Bell on this email. Dan knows what happened to your account and will be reaching to you.

Thanks again, it's been a pleasure working with you and your husband!

Best,

Kraig Katzumi
Medium Account Executive (MAE) - Utah Market
Frontier Communications
Salt Lake City, UT 84108
O: 435.259.1415 | M: 435.230.4458
Email: kraig.katzumi@ftr.com
Website: www.fbscenter.com/Over20

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RE: Phone bill and service for hnrock - Frontier-Yahoo Mail

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---Original Message---
From: hnrock@ollink.net
[mailto:hnrock@ollink.net]

Sent: Wednesday, February 11, 2015 4:58 PM
To: Kazumi, Kraig
Subject: Re: Phone bill and service for hnrock

Hi Kraig, still haven't heard from anyone. I am sure the bill is due. Can you check on it for me? Thanks.

On Tue, 2/3/15, Kazumi, Kraig <Kraig.Kazumi@ftr.com!> wrote:

Subject: Re: Phone bill and service for hnrock
To: "hnrock@ollink.net" <hnrock@ollink.net>
Date: Tuesday, February 3, 2015, 8:58 PM

Hi Wyndee:

Thanks for reaching out to me.

I've co'd Logan Seavers, my Customer Service Advisor on this email.

Logan:
Can you please look into this issue for me? They should be on our FSUV program.

Thanks,
Kraig Kazumi

Sent from iPhone 6S

>
> On Feb 3, 2015, at 1:57 PM, "hnrock@ollink.net" <hnrock@ollink.net!> wrote:

> Hi Kraig,
> happy new year. I am checking on a few things. First, when I received the statement this month, my phone bill was up by over 300.00. Not sure what is going on. 800.00 plus a month for phone service is pretty steep, especially when you can't even provide internet in the package. Will you check on that for me please and we are also wondering when they were going to finish installing out here. Every night when we close the south gates, we are reminded of the unfinished job. There is a cable that literally comes out of the out box and hangs down and extends into the new box. It would be so easy for someone to just go yank it out. They just basically jerry rigged the job is what it looks like to us. If you drive by anytime, feel free to take a look. Thanks for your help. Wyndee

Re: No phone service again!!! - Frontier-Yahoo Mail

Page 1 of 2

Re: No phone service again!!!

From: "Albitre, Remick" <Remick.Albitre@fr.com>

To: "hrock@ciltlink.net" <hrock@ciltlink.net>

Whdee,

We came into a few issues today so I apologize, but it won't be done this afternoon. However, we feel confident in saying that you will be back in service before noon tomorrow.

Again, we're sorry for the inconvenience, I will work on getting you a credit for the last few days. I know this doesn't cover the losses you've probably been subject to but we are installing a higher grade product so you will be back in service soon.

Remick Albitre
Technical Supervisor-Utah
Frontier Communications
16 N. 100 E.
Moab, Ut
435-210-0701
435-259-1410
I Can Help You!

On Jun 24, 2014, at 16:24, "hrock@ciltlink.net" <hrock@ciltlink.net> wrote:

That is great news. My concern though is that you told me yesterday that the cable could be cut in 1 day but that it could take weeks to route all the info from LaSal. Is that true. If so, how long will we be without? Thanks

From: "Albitre, Remick" <Remick.Albitre@fr.com>

To: "hrock@ciltlink.net" <hrock@ciltlink.net>

Cc: "Kalzumi, Craig" <Craig.Kalzumi@fr.com>

Sent: Tuesday, June 24, 2014 3:06 PM

Subject: Re: No phone service again!!!

We don't think we will be able to fix the existing cable. In light of this, we will start cutting you over to the fiber first thing in the morning. In speaking with the engineers, it should be done tomorrow.

Again, I apologize for the inconvenience but this will end very well with you getting new reliable voice and internet.

Remick Albitre
Technical Supervisor-Utah
Frontier Communications
16 N. 100 E.
Moab, Ut
435-210-0701
435-259-1410
I Can Help You!

On Jun 24, 2014, at 14:33, "hrock@ciltlink.net" <hrock@ciltlink.net> wrote:

Okay guys, I need an update! We had intermittent service this morning before 10. In that time we received 2 calls of customers who had been here over the weekend, used their cards, and their cards were charge multiple times. I called my merchant company and they confirmed to me that this happened on many of the cards because of the glitch in the phone. What a nightmare. Who knows how many others have tried to call today and haven't gotten through. After all of the outages this last 2 years, these outages could have been prevented a long time ago when they ran that line through my parking lot. We have decided that we have had enough, same with our neighbors in the back. Something has to happen.

From: "Albitre, Remick" <Remick.Albitre@fr.com>

To: "hrock@ciltlink.net" <hrock@ciltlink.net>

Cc: "Kalzumi, Craig" <Craig.Kalzumi@fr.com>

Sent: Monday, June 23, 2014 4:16 PM

Subject: Re: No phone service again!!!

Re: No phone service again!!! - Frontier-Yahoo Mail

Page 2 of 2

Wyndee,

I am writing you to give an update. We have found the problem to possibly be in the aerial section of that cable run. This is very dangerous and time consuming work. We will have two technicians out first thing in the morning with some different tools.

Again, I apologize for the inconvenience.

Remick Albitre
Technical Supervisor-Utah
Frontier Communications
15 N. 100 E.
Moab, Ut
435-210-0701
435-259-1410
I Can Help You!

On Jun 21, 2014, at 17:22, "hnrock@citlink.net" <hnrock@citlink.net> wrote:

Hi, this is Wyndee. Just letting you both know that we have no phone service today. I called in a repair this morning. We could not run credit cards in the stores. Earlier it was statically, but 2 hours ago, they went out completely. Frontier told me that they would send someone out today, but of course as usual, they lied to me. I'm sure it will be Monday. Thank goodness for Hughesnet. Please let me know of the progress on when they are going to come out and fix it and when we can expect to be hooked up to the new system. Thanks

Re: Phone service at Hole n the Rock

From: "hnrock@clink.net" <hnrock@clink.net>

To: hnrock1@yahoo.com

On Wednesday, May 14, 2014 10:08 PM, "hnrock@clink.net" <hnrock@clink.net> wrote:
On
Wednesday, May 14, 2014 9:49 PM, "Kraig Kalzumi" <Kraig.Kalzumi@fr.com> wrote:

Hi Wendy:

I've forwarded your email to internal folks saying we are at a critical mass stage getting your phones up and running.

The second solution is to get you off the satellite data, place you on our Business High Speed Internet solution which I said to Eric would be in 30 days. Of course, you've heard that before, so "actions speak louder than words."

I will be up in our Tremonton office tomorrow. I'll "light a bonfire" seeing if we can expedite the data project for your location.

Will keep you informed! Tell Eric I was able to get the \$80.00 credit I promised for the bowling alley which he'll see on next month's statement....

Kraig Kalzumi

Medium Account Executive (MAE) - Utah Market
Frontier Communications

Salt Lake City, UT 84108

Email: kraig.kalzumi@fr.com

Website: <http://www.ckvsa1.com/>

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From: "hnrock@clink.net" <hnrock@clink.net>

Reply-To: "hnrock@clink.net" <hnrock@clink.net>

Date: Wednesday, May 14, 2014 at 9:31 PM

To: Remick Albitre <Remick.Albitre@fr.com>

Cc: Kraig Kalzumi <Kraig.Kalzumi@fr.com>

Re: Phone service at Hole n the Rock - Yahoo Mail

Subject: Re: Phone service at Hole n the Rock

Sitting here tonight w/o phones, going on the 4th day tomorrow where I can't run credit cards. Thinking that if Frontier would have hooked me up to that fiber optic line when they ran it through my parking lot, they would have been ahead and so would I. I would have paid extra for the wireless internet, the local techs, (whom I know personally) would not have had to come out after every power outage. I know that Frontier has gone thru a reorganization and they won't send the techs out on the weekend. But the techs I know, go above and beyond for us when they know that we are struggling. I am so ready to fill out the complaint form to the Public Service Commission. We have 500 visitors a day during the season, I have taken manual info for credit cards these past three days for those that gave it to me in 3 stores, when we finally get phones, I hope they all clear. Remick, I know that you asked Kraig to work on a credit, but how can you come up with a number of how much I am losing?? As I mentioned the south gate tonight at closing, the employee pulled out and we chatted out the fact that the fiber optic lines were suspended just 20 feet above our head and an ugly empty box was installed down below. I remember over a year ago when Frontier had the audacity to USE my parking lot with their big trucks (taking away from my RV parking for a couple days) to run the fiber optic line, I was okay with it because we were promised big things. I am just so done with my patience!

On Wednesday, May 14, 2014 2:55 PM, "Albitre, Remick" <Remick.Albitre@ftr.com> wrote:

We are still working on it.

There are two techs working on it as we speak. Since its such a long span of cable, we are working through it as fast we can.

This is definitely our highest priority.

Kraig,

Can you work on getting Wendy a credit for their down time?

Remick Albitre
 Technical Supervisor-Utah
 Frontier Communications
 15 N. 100 E.
 Moab, UT
 435-210-0701
 435-259-1410
 I Can Help You!

-----Original Message-----

From: mailto:hnrack@ctlink.net (mailto:hnrack@ctlink.net)

Sent: Wednesday, May 14, 2014 2:52 PM

To: Albitre, Remick

Co: Kaizumi, Kraig

Subject: Re: Phone service at Hole n the Rock

Okay, it's day 3 and still no service or contact from anyone with updates. Lost a couple of sales today because the customers did not want to leave us their co numbers. This is hurting us badly. Please update us on the status. Thank you.



Re: Phone service at Hole n the Rock - Yahoo Mail

Page 3 of 3

On Tue, 5/13/14, Albitre, Remick <Remick.Albitre@fr.com> wrote:

Subject: Phone service at Hole n the Rock

To: "hrock@clink.net" <hrock@clink.net>

Cc: "Kalzumi, Kraly" <Kraly.Kalzumi@fr.com>

Date: Tuesday, May 13, 2014, 9:10 PM

Wendy,

I would call you to talk but I don't think that would work.

I currently have a crew scheduled to continue working on this problem at 7am tomorrow morning. The last rain storm had caused damage in several places along the cable and we have most of them fixed.

We plan on having you back up and running first thing in the morning. This is our highest priority right now.

Remick Albitre
Technical Supervisor-Utah
Frontier Communications
16 N. 100 E.
Moab, Utah
435-210-0701
435-259-1410
I Can Help You!

