



PublicService Commission <psc@utah.gov>

re: Docket # 15-041-02 Response

1 message

From: hnrock@citlink.net <hnrock@citlink.net>
Reply-To: "i»¿hnrock@citlink.net" <hnrock@citlink.net>
To: psc@utah.gov

Fri, Dec 11, 2015 at 1:17 PM

To whom it may concern,

We do not want this complaint dismissed. At best, I understand if the Public Service Commission stays the proceeding until January 31, 2016 to give Frontier the opportunity to make good on their commitment to upgrade their equipment at our establishment. Given their track record and previous promises of commitments to the Public Service Commission and not following through, I would like this complaint to stay open and active until they follow thru on the commitment.

For the record, as recent as yesterday, there was static and clicking on all the lines in the afternoon. I was disconnected on one call. Frontier said that I gave some "anecdotal" information with no dates or identifying which lines, well that is because this issue has been ongoing for the past year. It affects all the lines on the property. It's become the norm around here. I would be calling Frontier on a weekly basis if they want dates and repair orders called in. Bottom line, they need to fix it and take care of their customer.

In their response, they also alluded to the of the out-of-service credits they gave me on my account. One credit was for \$180.00 for being down for 11 days! I lost so much more business that week since I could not run credit cards. That outage cost me thousands. Frontier should be grateful that I did not proceed further then for monetary damages. I just want Frontier to be accountable for following through with the commitments that they keep making to me and to the Public Service Commission. Thank you for your time.

Respectfully,

Wyndee Hansen
Hole N' The Rock
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Moab, Utah 84532