



PublicService Commission <psc@utah.gov>

Docket #15-041-02 response

1 message

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Wed, Feb 10, 2016 at 6:15 PM

This is my response to Frontier's dated 02/08/16.

Frontier has done it again. They have managed to not follow through on their commitment to the Commission and I. I feel they are giving us all the run around as they have continued to do for the past 3 years.

They are now asking for an "indefinite" stay on the proceedings against them and they want us to believe that someday it will get done but they will send us all "monthly updates". I believe that they need to abide by a definite date or be penalized. This cat and mouse game has to stop because I am not playing anymore. This has been going on for too long.

If you read through all the past correspondence of this docket, you will see that in 2013, they said it would get hooked up in 2014. They came out in 2014

and installed a big ugly box on my property. To this day, it is empty. Nothing in it. Let me tell you what has been happening here lately.

1) On Sunday, January 31, 2016. We had a big snow storm. Around 7 pm I looked out and saw a truck pulling a trailer who was stuck on the hill. He was impeding traffic. Since this is a deadzone, I called 911. The sheriff showed up and assisted him in backing down the hill. An hour later, I noticed commotion out on the highway in front of my place. Again a lot of cars and trucks backed up with the sheriff's dept there. They had closed the highway. I picked up my phone to call my husband and son who were both in town to tell them. I had no working phones. I didn't have service the rest of the night. The only way I could communicate with anyone was internet, thanks to Hughesnet. My boys made it home safely hours later. The next morning, I got a call from Mike Giles with Frontier (btw, I want to say he is a very nice person and genuinely helpful) He said that they had lost service further down to Lasal, Mexican Hat and Lake Powell. He also said that Powell was still without service on Monday. I was told that had the fiber been hooked up, no one would have lost service. (Keep in mind, Frontier has been complaining about the cost because it is just me and a few others here, don't believe that. As you can see, during these outages, it affects people much further than me) While we were on the phone, he updated me on the progress. I had not heard from anyone since December so I was glad he called. Of course it just "happened to be the dead line date. He said that I would see a crew in a day or so to start work.

On Tuesday, February 2, 2016 a crew showed up and started digging to pour a concrete slab. Around noon, we lost phone service. We could not run credit cards. I went down to the gate to ask them what was going on. They assured me that they had nothing to do with it but Rocky Mtn had come through at that time and had pulled lines overhead. One of them offered to go up the hill and call Frontier for me. Frontier came out and after 3 hours said it was a power glitch. That's all it takes out here to lose our service on their old outdated equipment. They reset the box and off they went. I was told AGAIN, that if the fiber would have been hooked up, it would not have happened. It's been a week and no sign of any action. My landscape is torn up out by the gate.

2) Frontier is saying that the box that they ordered, which should have been done a long time ago is no longer available. They had already been out here in 2014 with the engineers, why the delay in not ordering the equipment in December after their response? Are they having the same issues in Moab getting boxes to install at one of the 3-4 motels being built? Maybe they can take one from those locations to complete this job that they are committed to. Please reread the response dated December 2, 2015 from Frontier. In their argument section especially, when they asked for a stay at that time, it was so that they could complete this and committed to a January 31, 2016 date. And it has come and gone again.

I am a small business owner and I am frustrated and tired of being bullied by a large corporation. I am so grateful for the Public Service Commission and for all that they do to mediate and help others like me. I must say that 26,000.00 is a drop in the bucket to Frontier compared to the thousands of dollars that I have lost over the past years due to Frontier's inadequate equipment and service. Again, I thank you, Public Service Commission for your time.

Sincerely,

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