



Formal Complaint against Frontier Communications

1 message

Dave Ciani <managingdirector@sorrelriver.com>

Wed, Feb 27, 2019 at 10:51 AM

To: psc@utah.gov

Cc: Elizabeth Rad <erad237@gmail.com>, SRR General Manager <gm@sorrelriver.com>, Operations Director <operationsdirector@sorrelriver.com>, Accounting Manager <accounting@sorrelriver.com>

Dear Public Service Commission of Utah,

Please accept this communication as a formal complaint against Frontier Communications for their failure to properly to respond and/or resolve our repeated complaints, both formal, and informal, regarding the lack of phone service to our business, SRR Partners LLC, dba Sorrel River Ranch Resort & Spa located on Utah State Highway 128, Mile 17, Castle Valley, Utah.

We are losing business and providing poor experiences to our potential, current, and future guests due to repeated failures of the phone service. We have been dropping calls, or without service altogether, routinely since the end of November and have already brought this to the PSC's attention (see below correspondence).

As of this date we continue to have intermittent, unreliable phone service and have yet to receive reimbursement or correction from Frontier. We have been in communication with many staff members from Frontier who agree with our complaints and are telling us they have never had so many problems in our area and that the National Frontier Communications department created this issue and are creating the delays for resolution.

In addition to providing significant hardship to our business we are also risking the safety and well being of our guests and staff members who live on site. Frontier has placed a request for credit for service since December but will not commit to a resolution, will not confirm this credit to our account, will not provide a timeline for correction of service, and has shown no good faith that they take our hardships and concerns seriously. At this point we are expecting the Public Service Commission of Utah to acknowledge this as a formal complaint and to take action on our behalf. Please respond at your soonest convenience.

Best regards,
Dave Ciani
Managing Director
970-708-4277

cc:
Elizabeth Rad, Owner
Joerg Limper, General Manager,
Joshua Schaeffer, Operations Director
Becky Oxner, Accounting and HR Manager

Utility Complaints <utilcomp@utah.gov> (sent by cdumas@utah.gov)

Feb 1, 2019, 9:40 AM

to erad237, Dave, gm, Cynthia, Marialie, PublicService

Good Morning All,

I hope all is well. The Division of Public Utilities has received your complaint. You should receive a resolution/response from Frontier within five business days Your complaint has been assigned to Cynthia Dumas. If you have any questions regarding the complaint process you can contact her at 801.530.6676 or email her at cdumas@utah.gov.

In addition, I want to inform you that the Division of Public Utilities (Division) role in the complaint process is only to facilitate the informal complaint between a utility and its customer. The Public Service Commission (Commission) is the one vested with authority to resolve a complaint when the company and customer are unable to work it out. Our interest is in making sure the customer's complaint is taken, the company responds, and the customer is informed of its right to file a formal complaint with the Commission in the event the informal process does not resolve the issue.

Thank you

The Division of Public Utilities

On Fri, Feb 1, 2019 at 8:44 AM PublicService Commission <psc@utah.gov> wrote:

Hello,
The Public Service Commission received the following email, would you please start the informal complaint process?
Thank you

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Public Service Commission of Utah
160 E 300 S, 4th Floor
Salt Lake City, UT 84111
801-530-6716
psc@utah.gov

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

From: **Elizabeth Rad** <erad237@gmail.com>
Date: Fri, Feb 1, 2019 at 6:48 AM
Subject: Sorrel River Ranch - Moab Utah
To: <jscharvey@utah.gov>
Cc: <gwiderburg@utah.gov>, Managing Director <Dave@sorrelriver.com>, <gm@sorrelriver.com>

Dear Sirs,

I am Elizabeth Rad owner of Sorrel River Ranch Resort in Moab, Utah. A luxury resort on the Colorado River - we are open 365 days a year 24 hours a day. Our telephone service being reliable is crucial to our success. I cannot calculate the damage to our reservations dept at this time due to dropped calls. It is nearly impossible to be on the phone for 5 min without a dropped call.

On this email I have copied Dave Ciani Managing Director and Joerg Limper the General Manager.

We have never had reliable phone service. In the past few months it has deteriorated to a level that we can not operate effectively. I have emails going back to November with Natalie Chiles from Frontier Communications - (Natalie.chiles@fr.com) documenting this issue. That of course is in addition to numerous calls.

I appeal to you to do something to assist us in this matter.

Thank you for the consideration

Elizabeth Rad

Elizabeth Rad
erad237@gmail.com
516-652-7585



Sorrel River Ranch Resort & Spa

www.SorrelRiver.com, P 435-259-4642, F 435-259-3016

HC 64 Box 4002, Mile 17 Highway 128, Moab, UT 84532

