

Complaint Report

Complaint Number: C19-0025

Customer Information

Customer Name: Sorrel River Ranch Resort

Other Contact Info: Elizabeth Rad (owner), Dave Ciani
(Managing Director), Joerge Limper (General Manager)

Email Address: erad237@gmail.com

Service: Mile 17 Hghway 128

Address: Moab, UT 84532

Account Number:

Phone Number: 435-719-3809

Cell Number: 516-652-7585

Complaint Information

Company Name: Frontier

Date Received: 2/1/2019

Type of Call: Complaint

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved:

Complaint Type: Initial Service

Utility Company Analyst: Robin Toso-Cordon

Complaint Description:

The following complaint was received via e-mail and has been copied and sent exactly as received.

From: Elizabeth Rad

Date: Fri, Feb 1, 2019 at 6:48 AM

Subject: Sorrel River Ranch - Moab Utah

To:

Cc: , Managing Director ,

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@ftr.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

Complaint Response:

From: Robin Toso-Condon
Date: Thu, Feb 7, 2019 at 12:28 PM
Subject: UT - Sorrel River Ranch Resort Informal Complaint; Frontier Response
To: Cynthia Dumas

Hi Cynthia,

This is in response to UT - Sorrel River Ranch Resort Informal Complaint

Frontier local manager has advised: A new radio installed has been found to be unstable, this is causing phone calls to drop. Frontier continues to work on resolution for Sorrel River Ranch Resort however, at this time we do not have an estimated time frame for completion. Frontier local manager is in contact with Sorrel River Ranch to keep them updated. We will provide an update once it is available.

Thank you,
Robin Toso-Condon
Team Lead/Executive Customer Relations
Frontier Communications
robin.j.toso-condon@ftr.com

From: Robin Toso-Condon
Date: Wed, Feb 20, 2019 at 11:55 AM
Subject: UT - Sorrel River Ranch Resort Informal Complaint; Frontier Response Update 1
To: Cynthia Dumas
Hi Cynthia,

In regards to UT - Sorrel River Ranch Resort Informal Complaint

I have emailed the local manager requesting an update. I will provide an update as soon as it is available.

Thank you,
Robin Toso-Condon
Team Lead/Executive Customer Relations
Frontier Communications
robin.j.toso-condon@ftr.com

Additional Info:

2/7/2019 - company needs thirty days to investigate, order, and install a new radio. -
Cynthia