



PublicService Commission &lt;psc@utah.gov&gt;

## Fwd: Sorrel River Ranch / Frontier - Docket No. 19-041-01

1 message

Elizabeth Rad &lt;erad237@gmail.com&gt;

Mon, Mar 25, 2019 at 9:50 AM

To: PublicService Commission &lt;psc@utah.gov&gt;

Cc: Liz Elghanayan <erad237@gmail.com>, "Tedder, Erika" <etedder@utah.gov>, Dave Ciani <managingdirector@sorrelriver.com>, Joshua Schaeffer <operationsdirector@sorrelriver.com>, Rebecca Oxner <accounting@sorrelriver.com>, Justin Jetter <jjetter@agutah.gov>, "Lipp, Shannon" <shannon.lipp@ftr.com>, Leslie.Zink@ftr.com, "Toso-Condon, Robin" <robin.j.toso-condon@ftr.com>, stevensnarr@agutah.gov, "Thomson, George" <george.thomson@ftr.com>, Gary Widerburg <gwiderburg@utah.gov>, PublicService Commission <psc@utah.gov>, natalie.chiles@ftr.com, "Harvey, John" <jsharvey@utah.gov>

To the Public Service Commission

Please see my office response to Frontiers response.

Thank you

Liz

Elizabeth Rad - Owner  
SRR Partners/ Sorrel River Ranch  
Moab, Utah

[erad237@gmail.com](mailto:erad237@gmail.com)  
516-652-7585

Begin forwarded message:

**From:** Elizabeth Rad <erad237@gmail.com>**Subject: Re: Sorrel River Ranch / Frontier****Date:** March 25, 2019 at 7:12:40 AM MDT**To:** "Lipp, Shannon" <shannon.lipp@ftr.com>

**Cc:** Liz Elghanayan <erad237@gmail.com>, Managing Director <managingdirector@sorrelriver.com>, "gm@sorrelriver.com" <gm@sorrelriver.com>, Joshua Schaeffer <operationsdirector@sorrelriver.com>, Rebecca Oxner <accounting@sorrelriver.com>, "Toso-Condon, Robin" <robin.j.toso-condon@ftr.com>, "Zink, Leslie" <Leslie.Zink@FTR.com>, "pschmid@agutah.gov" <pschmid@agutah.gov>, "jjetter@agutah.gov" <jjetter@agutah.gov>, "rmoore@agutah.gov" <rmoore@agutah.gov>, "stevensnarr@agutah.gov" <stevensnarr@agutah.gov>, "etedder@utah.gov" <etedder@utah.gov>, "Thomson, George" <george.thomson@ftr.com>

Dear Frontier and the State

This response to the Sorrel River Matter is insufficient.

The upgrade in early December did not work from Day 1. They have a fiduciary responsibility to its customers of un-interrupted service. They should have tested the new equipment before removing the old equipment. They should have put the old equipment back immediately in December before the weather issues.

The testing and trouble shooting that they did took over 3 months. That is an unreasonable amount of time to leave us without reliable phone service in a Rural area where we have no other means of communication. Frontier charges us usury rates on its service already I am assuming because of the location.

They say the service is fixed - **IT IS NOT** - We have an alerting system on the service called Binary Canary - On March 23rd I received 2 email notifications which indicates the service was down for a period of time

twice that day. My notifications do not include when the service drops for a moment which drops calls.

I formally request that this Complaint is not answered sufficiently and that this is escalated to the next level as soon as possible.

I believe hefty penalties of some sort should be levied by the state against Frontier

Thank you

Liz

Elizabeth Rad - Owner  
SRR Partners/ Sorrel River Ranch  
Moab, Utah  
[erad237@gmail.com](mailto:erad237@gmail.com)  
516-652-7585

On Mar 22, 2019, at 3:50 PM, Lipp, Shannon <[shannon.lipp@ftr.com](mailto:shannon.lipp@ftr.com)> wrote:

Ladies and Gentlemen:

Attached please find Frontier's Answer to Formal Complaint in the Sorrel River Ranch matter. The same has been sent for electronic filing on today's date.

Thank you,  
Shannon Lipp  
Legal Assistant  
Frontier Communications  
[shannon.lipp@ftr.com](mailto:shannon.lipp@ftr.com)  
425.261.1023

<image001.jpg>

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This communication is confidential. Frontier only sends and receives email on the basis of the terms set out at [http://www.frontier.com/email\\_disclaimer](http://www.frontier.com/email_disclaimer).  
<19-041-01 Frontier Answer to Formal Complaint 03-22-19 Thomson.pdf>