



PublicService Commission <psc@utah.gov>

Re: Sorrel River Ranch / Frontier

1 message

Dave Ciani <managingdirector@sorrelriver.com>

Thu, Mar 28, 2019 at 6:05 PM

To: "Lipp, Shannon" <shannon.lipp@ftr.com>

Cc: "erad237@gmail.com" <erad237@gmail.com>, "gm@sorrelriver.com" <gm@sorrelriver.com>, "operationsdirector@sorrelriver.com" <operationsdirector@sorrelriver.com>, "accounting@sorrelriver.com" <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>, psc@utah.gov, "Giles, Mike" <Mike.Giles@ftr.com>, Natalie Chiles <Natalie.Chiles@ftr.com>

Shannon,

I'd like to take this opportunity to point out how Frontier continues to be un-responsive. Please confirm immediately what service credits amount you are issuing per your official response last week. It is unbelievable to me the lack of respect you have for your clients, especially one whom has invested such a significant amount of funds over the course of many years as a client. It is clear that Frontier does not value our business or client satisfaction. I am certain that if there was another telecom competitor in this remote area you would be more interested in providing standard business courtesy. To add insult to injury Frontier has forbidden our account representative and our local technicians to communicate with us. I expect a reply immediately to our repeated requests to clarify the contents of your letter and define the service credits mentioned.

Thank you,
Dave Ciani
Managing Director

On Thu, Mar 28, 2019 at 10:24 AM Dave Ciani <managingdirector@sorrelriver.com> wrote:

Shannon and Mike,

We are still having issues with phone service. Today I have had three calls not go out successfully and yesterday had a call dropped. Your fix is not complete.

Shannon: you have still not replied to my last email. What credit are you referring to in your letter. I expect to understand what service credit you are issuing before the end of the day today.

Thank you,
Dave Ciani

On Fri, Mar 22, 2019 at 3:50 PM Lipp, Shannon <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

425.261.1023



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Dave

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Dave



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