



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

## Re: Sorrel River Ranch / Frontier - Update

1 message

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

Sun, Apr 14, 2019 at 12:18 PM

To: "Lipp, Shannon" <shannon.lipp@ftr.com>, PublicService Commission <psc@utah.gov>  
 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>, PublicService Commission <psc@utah.gov>

Dear Public Service Commission,

I want to point out that in point 4 Frontier notes that "until the radio was replaced, customers suffered significant interruptions in service". That did not happen in 1 day, we suffered significant service disruptions for years. They admit 50% reduction in service from 12/18/18 to 3/21/19. We continue to have issues with phone service. Frontier does not respond to our calls and emails. We are always told they are sorry but they will have to have someone get back to us.

*4. Frontier acknowledges that until the radio was replaced, customers suffered significant interruptions in service. Network availability during the period December 18, 2018 until the radio was replaced March 21, 2019 was estimated by local management at 50%.*

Frontier should have had a redundancy of radios/copper/lines to insure reliable service to us, as we are dependent for safety and welfare on our phone lines in our rural location.

Our booking window is January through March we have had significant loss of revenues and loss of goodwill. We service the public. The excessive issues with the phone service started way before Dec. 18th. Why did it take 3 months for the radio to get replaced. Their statement only mentions snow disruptions in the first 2 weeks of March. What about December, January and February? Aren't we guaranteed reliable phone service. We do not have cell service in our location.

The public has put its trust in our state officials to grant the right to provide reliable phone service. I believe that Frontier has a requirement of Good Faith. Frontier has not dealt with me in good faith. Their contract which we have no choice but to sign is completely one sided. I put forth to you that Frontier has a fiduciary responsibility to provide me with dependable phone service. They have not done this.

I urge you to replace Frontier as our sole phone service provider in our area, to address the damages Frontier has caused to me and my neighbors for years and to give us restitution.

Thank you for your time.

Elizabeth Rad  
 Sorrel River Ranch

Elizabeth Rad  
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 cell #516-652-7585

On Apr 12, 2019, at 5:27 PM, Lipp, Shannon <[shannon.lipp@ftr.com](mailto:shannon.lipp@ftr.com)> wrote:

Ladies and Gentlemen:

Attached please find Frontier's Update 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

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**2 attachments**

