



PublicService Commission <psc@utah.gov>

Fw: Frontier case 19-041-04

1 message

Bob Schumaker <schu_44065@yahoo.com>
Reply-To: Bob Schumaker <schu_44065@yahoo.com>
To: "psc@utah.gov" <psc@utah.gov>

Thu, Oct 3, 2019 at 5:04 PM

Michele Beck (or whoever gets this);

This is a transcript of a long chat with Frontier over my sudden inability to use my cell phone through my wi-fi router. I am quite sure that Frontier turned off something in my connection to get me to use their long distance service event though I already pay for it. I am an ex-IT Comms guy and my son builds communications centers for MSN and we are both of the same mind on this.

Bob Schumaker

"Do it today. Tomorrow is a figment of your imagination."

Be Decisive !! The road of life is paved with flat squirrels who couldn't make a decision.

----- Forwarded Message -----

From: chat.transcript@boldchat.com <chat.transcript@boldchat.com>
To: "schu_44065@yahoo.com" <schu_44065@yahoo.com>
Sent: Tuesday, August 6, 2019, 4:21:53 PM MDT
Subject: Your Chat Transcript

| General Info | |
|-------------------|---|
| Chat Start Time: | 08/06/2019 04:21:11 PM |
| Chat End Time: | |
| Chat URL: | https://frontier.com/contactus/contact-us#/residential |
| Referer URL: | |
| Name: | Robert Schumaker |
| Email: | |
| Phone: | |
| Initial Question: | I have a problem with my wifi |

| Chat Transcript |
|---|
| 04:21:11 PM [Robert Schumaker] I have a problem with my wifi |
| 04:29:56 PM [Julio] Thank you for getting in contact with Frontier technical support, my name is Julio, can I please have the telephone number associated with the account? |
| 04:30:08 PM [Robert Schumaker] 4352598853 |
| 04:30:32 PM [Robert Schumaker] I have been on chat an the phone to solve my problem. I have full access through your wifi to the internet EXCEPT voice calling form my cell phone. This QUIT about 2 weeks ago. I'm sure it has something to do with my modem configuration. I have gone through all the reset efforts and finally got back to where I started. |
| Landline is 45-259-8853 |

pin 4422

04:31:02 PM [Robert Schumaker] 435-259-8853

04:31:23 PM [Julio] What is the best number to contact you?

04:32:00 PM [Robert Schumaker] 435-259-8853

04:32:54 PM [Julio] Is schu_44065@yahoo.com the best email address to send you messages about your service & account?

04:33:06 PM [Robert Schumaker] Yes

04:33:37 PM [Robert Schumaker] Has Frontier done any line conditioning or reformatting?

04:35:43 PM [Robert Schumaker] I have spent about 8 hours with Verizon and another 8 hours with Frontier trying to solve this issue.

04:37:48 PM [Robert Schumaker] Have I totally confused you?

04:38:21 PM [Julio] Let me check the account and see what troubleshooting they already did with you.

04:38:40 PM [Robert Schumaker] Good.

04:51:59 PM [Robert Schumaker] Tough reading?

04:57:12 PM [Robert Schumaker] Still there? I know there is a lot to look at.

04:58:25 PM [Julio] Thank you so much for waiting I do apologize for the delay, I understand that you already spend many hours trying to solve this.

04:59:09 PM [Julio] I'm still working on this to solve the issue

04:59:38 PM [Robert Schumaker] I appreciate it

05:05:04 PM [Robert Schumaker] I am a retired IT- Comms guy. It's now become a challenge for me too.

05:16:57 PM [Julio] We will need to talk to a different department so they can help us

05:19:40 PM [Robert Schumaker] Hello

05:21:11 PM [Tyler] Okay I apologize, I do not know why you were transferred here, you are having issues using your cell phone on wifi, not anything to do with a home phone correct?

05:21:38 PM [Robert Schumaker] Correct

05:21:53 PM [Tyler] I will have to transfer you to the DSL department for further assistance then.

05:22:01 PM [Robert Schumaker] wait.

05:22:22 PM [Robert Schumaker] I have been through this about 6 times. Who sent me to you?

05:22:47 PM [Tyler] I believe that was the DSL department you were transferred from, I apologize.

05:23:27 PM [Robert Schumaker] I think when this happens they can't find an answer

05:23:47 PM [Tyler] I apologize for the frustration this causes.

05:24:34 PM [Robert Schumaker] I must need a supertech

05:24:51 PM [Tyler] I will get you back to the DSL department for further assistance.

05:24:56 PM [Robert Schumaker] ok

05:49:20 PM [Robert Schumaker] Hello

05:49:35 PM [Erick] Hello Robert

05:49:41 PM [Erick] Allow me one moment to pull up your account

05:49:59 PM [Robert Schumaker] ok...sorry but you are going to get an earfull.

05:50:02 PM [Robert Schumaker] Ok. I have been transferred 3 times now and spent about 2 hours on this computer today waiting for some explanation of what is happening. Now I am starting to get really upset. I have been on chat an the phone to solve my problem. I have full access through your wifi to the internet EXCEPT voice calling form my cell phone. This QUIT about 2 weeks ago. I'm sure it has something to do with my modem configuration. I have gone through all the reset efforts and finally got back to where I started.

PLEASE EMAIL ME A COPY OF THESE CHAT SESSIONS.

Landline is 45-259-8853

pin 4422

05:51:10 PM [Robert Schumaker] 435-259-8853

05:51:15 PM [Erick] I can send the conversation via email

05:51:40 PM [Erick] I have the account fully open.If I may ask, are you not able to connect to the WiFi?

05:52:25 PM [Robert Schumaker] I can connect everything except voice. I can't make or receive a voice call.

05:52:44 PM [Erick] Is this on the Frontier telephone services or cellphone?

05:52:59 PM [Robert Schumaker] cellphone.

05:53:35 PM [Robert Schumaker] Someone tripped a switch about 2 weeks ago and that service went away.

05:54:37 PM [Erick] Let me explain.

05:55:29 PM [Robert Schumaker] ok

05:56:10 PM [Erick] If it is your cellphone I will not know how to fix the voice calls as it will be you telephone service provider. I cannot find a solution if it is a cellphone but I can do the internet.

05:57:53 PM [Robert Schumaker] Wrong. not my service provider (Verizon). I spent about 8 hours troubleshooting with them and it boils down to the wifi router.

05:58:19 PM [Erick] What is the make and model of your modem?

05:58:31 PM [Robert Schumaker] My cellphone can do texting, internet access.....LGK20V.

05:59:49 PM **[Robert Schumaker]** Sorry modem is a netgear 2200
06:00:01 PM **[Erick]** Is it a D2200D?
06:00:06 PM **[Robert Schumaker]** ys
06:00:31 PM **[Erick]** Did your cellp-hone provider tell you what they need to configure?
06:01:47 PM **[Robert Schumaker]** Why? It was working for months. Just quit 2 weeks ago. Went through a lot of stuff with them..
06:02:16 PM **[Robert Schumaker]** MY cellphone shows my wifi connection
06:03:53 PM **[Erick]** When you try it without internet service and just use your regular cellphone network do you have the same issues?
06:04:11 PM **[Robert Schumaker]** NO. works fine without wifi
06:05:31 PM **[Robert Schumaker]** I am a retired IT- Comms guy. It's now become a challenge for me too.
06:05:38 PM **[Erick]** The reason I am asking so much questions is because I am trying to see if I can help you solve it. A cellphone has a telephone provider that if you do not receive calls nor voice calls, it will be the problem of the telephone provider. Because the telephone number you have is associated to that company, therefore, how will a modem configuration fix the issue?
06:05:52 PM **[Erick]** I am just not seeing how the internet is an issue with your voice calls.
06:08:20 PM **[Robert Schumaker]** The only difference is the wifi router which was working up until 2 weeks ago. If walk 30 yards out of my door to the edge of my property I can hit the cell tower and my phone works fine.
06:09:53 PM **[Robert Schumaker]** My router connects to the internet over an overworked DSL line....that gets me up to the cell system.
06:12:28 PM **[Erick]** Did Verizon told you what needed to be configured because to be honest, Robert, I do not have a clue as to how to fix it. Neither does my superiors.
06:12:45 PM **[Erick]** It will be something out of my scope of area but we can always try
06:15:06 PM **[Robert Schumaker]** That is the first real info I have gotten. I appreciate all the work your people have done. Will someone research this issue offline and let me know the results? Because it was working 2 weeks ago.
06:15:50 PM **[Erick]** If I may ask, has any configuration has been made on the modem.
06:17:47 PM **[Robert Schumaker]** Yes. I was on the phone line with Jaolo from your Technical Support team. We went through a whole reset. I finally got back to where I could use it again.
06:18:17 PM **[Robert Schumaker]** It was painful
06:19:31 PM **[Erick]** I see what he did.
06:19:40 PM **[Erick]** We can take the same steps he took, sir.
06:21:04 PM **[Robert Schumaker]** No thanks. I have been sitting here too long now. Just send me the transcripts and see if anyone there has any interest in finding out what happened.
06:21:22 PM **[Erick]** Sure. What will be an up to date email?
06:21:42 PM **[Robert Schumaker]** schu_44065@yahoo.com



PublicService Commission <psc@utah.gov>

Docket number 19-041-04

1 message

Fred Hink <arrowhead.fred@gmail.com>
To: "psc@utah.gov" <psc@utah.gov>

Thu, Oct 3, 2019 at 8:52 PM

I live in Spanish Valley just outside of Moab and have been a Frontier customer for 30 years. Recently I have had problems with my internet and phone service. Calling Frontier to complain about my service numerous times has not fixed my issues. This week I have contacted Frontier to cancel my services and they first said I would have to pay them about \$1800 for an "early termination" fee. I told them that wasn't fair since it was them that broke my contract with shoddy or non-existent services. Trying to get my services fixed through their tech support was useless. As far as I know they have done absolutely nothing to improve my very erratic internet. They then referred me to a customer specialist to "escalate my ticket". This person told me that he could waive the "early termination" fee by charging me back a \$75 a month reduction to my telephone bill for three months. They now want me to pay about \$225 to cancel their horrible services. Since I don't believe I have ever received this \$75 reduction, why should I even have to pay this amount back? I feel Frontier is trying to scam money out of me for their faulty services. I have given them plenty of opportunity to fix their connection with out any success. So why should I be liable for any disconnect fee?

The name on my Frontier account is/was:
Arrowhead Motorsports
435 259-7356

If there are any forms you'd like me to fill out, I'll be glad to do that.

Thanks,

Fred Hink



435 260-8609

<http://www.arrowheadmotorsports.com>



PublicService Commission <psc@utah.gov>

Frontier case: 19-041-04

1 message

HF Holdings <business@hf-holdings.com>
To: psc@utah.gov

Fri, Oct 4, 2019 at 7:25 AM

To Whom It May Concern:

We have/had Frontier service starting in 2007 and our experience has been extremely negative. Over the years we have filed 4 or 5 complaints with the public service commission regarding their service, billing practices and promises to provide services which they failed to meet. The issues are summarized below:

- repeated equipment failures
- we were explicitly promised 6 Mb business service by the sales rep even after questioning but Frontier failed to provide more than 3 Mb and even that was often only a fraction of that rate during busy hours. This forces us to purchase multiple parallel services to obtain any acceptable speed at an extra cost
- we were overcharged for the services when promotional item had allegedly expired. However, in other cases where we tried to end extra services and had informed Frontier they chose to automatically renew these at extra cost to us.. We assert that Frontier chooses to end or renew services automatically as they see fit to maximize revenues

Frontier has cost our business a lot of money due to service interruption and their failure to provide promised services.

Below are the texts of two complaints that were submitted to the PSC and that we still have on file.

Respectfully,

Fred Stone

In the past our phone bill was 88.67 for phone and internet service. On our September bill the charges increased and since October we have been billed 144.55.

On or about 10/2/2016 we contacted Frontier and were told that our contract had expired and this was the regular rate. The same day we called Frontier back to see if we could reduce the charges for our basic phone service and we were assured that we had the very basic phone service. No mention of a contract was made during that phone call.

We did not want to renew our contract since a new internet provider was setting up and we contacted them to find out when they expected to connect us the same day and found out that they were starting to connect customers that very month.

On 11/23/2016 we did receive our new internet service from a 3rd party and called Frontier to cancel our existing internet. The customer service rep told us that we had a contract and that penalties would apply. When we questioned the rep they admitted that we had not been billed under the contract for several months. They promised to apply those credits but we would still have to pay over \$100 to cancel early or could wait until next year when our "contract" would expire.

We believe that we made at least two contacts in October that failed to resolve the issue and the company did not mention nor try to fix the contract that they now claim was effective. Therefore it is our opinion that the company has lost any rights to enforce a contract if such a contract were to exist which we still content.

Our desired resolution is as follows:

- since the company claimed we did have a valid contract any fees charged above the 88.67 contract rate should be refunded with interest and penalties. Since the company failed to provide the contracted rate and intentionally overbilled us we should be allowed to cancel the internet service (not the regular phone service) effective 11/23/2016 when we made the request without penalties and any charges made after that should be refunded with interest and penalties.

On October 22, 2015 our service was disrupted. When repair showed up we were getting fault indications on the modem associated with this service. We were instructed to cycle power which temporarily cleared the fault although the Fault light flashed at least once more while repair person was present. The modem failed completely later that day.

We worked with technical support on October 27 and it was determined that the modem had to be replaced. We were promised repair by Friday October 30, which is unacceptable in the first place. No service was performed on that date. Upon inquiry on October 30, we were told that the problem had been repaired even though no technician ever showed up and the modem was still dead. We were promised an overnight replacement to arrive Monday Nov2, 2015 and as of today Nov 6 the problem still has not been repaired.

Frontier appear to be unable to provide reliable service and support and the Commission should revoke their operating certificate in the State of Utah and allow a qualified company to provide service to this territory.

The company has caused our business losses due to their inability to provide reliable service and repair. The company should be ordered to pay compensation for the loss of service, the amount of time we have unsuccessfully spent trying to resolve the issue that has been caused the refusal to provide service and to abide by their promises for resolution.

We further seek credit on our telephone for any amount of time that the service was unavailable including credit for the primary phone service that we primarily maintain in order to obtain internet service.