

NC

FILE

**Ohio****Public Utilities  
Commission**

RECEIVED-DOCKETING DIV

18-1652-TP-CSS

Case Number

Public Utilities Commission of Ohio

2018 NOV -1 PM 3:31

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

**Formal Complaint PUCO**Ginne Hess  
Customer Name (Please Print)34348 County Road 402  
Customer AddressWarsaw OH 43844  
City State Zip**Against**74032799160501005  
Account Number

Customer Service Address (if different from above)

Frontier Communications  
Utility Company Name

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

Complaint is not with outtages in general; We know there will be outtages; Complaint is about the time involved in repairing the outtages + the frequency of them with no apparent reason. Also this company's lack of concern for this area's service and their reluctance to replace extremely antiquated equipment which is badly needed (According to previous repair technicians) and would solve these frequent outtage problems. (Please see attached for further complaint)

Ginne Hess  
Signature740-327-9916 (when it's working)  
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician re Date Processed 11/1/18

Continuation of complaint against Frontier Communications by Anne Hess, 34348 County Road 402, Warsaw, OH 43844; account #74032799160501005:

There is no cell service at all in this valley and about 25 families who have nothing but their landlines for any kind of emergency services. Frontier Communications seems to ignore this area and concern themselves more with money makers in urban areas. I have talked to half a dozen people at Frontier Communications about these problems, including letters to the president and the only response I get is a lot of patronizing rhetoric, or they want to share their own experiences with bad service, or they want to talk about my complaints to the PUCO, but not a hint of how to resolve this problem which has been going on for about 15 years, give or take. One customer service person was even trying to sell me more services in the midst of my complaint. Another told me I could contact her any time when my phone went out but would not give me her email address. I asked her how I should contact her and she told me I would just have to go and use someone else's phone. I do have an email for one of the company's president's mediators but she claims she can't help with these issues because she isn't in the complaint department. She also told me that the company has the right to make the decision as to which area they want to spend their resources

*In response to Frontier Communication's response of what the \$73 per month that we pay covers; it consists of caller ID and unlimited long distance, which is considered basic service these days. They also did not respond to my complain that on July 4, 2018 it took two weeks for a repair man to fix the issue because they did not give him the repair ticket until the day before and the repairman himself did not know why, as he stated that he should have received it within a day or two and could have fixed in that time period as there was no mass outage. I talked to a customer service person 4 times about the length of time to fix this problem and they all said that I am scheduled for two weeks and the repairman will be there then. We also do not receive any communications from Frontier Communications as to when the problem is fixed or what caused the outage.*

Every outage reported has always been automatically set for 14 days. They won't confirm that this is their policy, but this needs addressed. 14 days is a long time without any kind of phone services for elderly people. But no one at Frontier Communications is helping or even listening. All they need to do is spend the resources to replace this antiquated equipment to keep these phones from repeatedly going down.