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WALNUT
Township

Fairfield County, Ohio

Walnut Township Trustees

11420 Millersport Rd. NE

Millersport, OH 43046

20-1292-TP-LSS

2000 JUL 20 PM 12:30

PUCO

TO: OHIO PUCO
 DATE: 7/15/2020
 RE: FRONTIER COMMUNICATIONS

We are seeking your assistance to rectify & improve the land line/internet services our Township is receiving from Frontier Communications. Numerous reports have been made to Frontier over the last few years without results. From personal experience & numerous complaints from our Township residents, we seem to have reached a "dead end" to achieve results from Frontier.

We have enclosed pictures of the Frontier line boxes that have been in this condition for years. We can submit dozens more in the same condition throughout our Township. The result of this lack of attention allows line/internet services to be unavailable after rain events & often no service due to rodent damage. As Trustees, we have tremendous concerns when our older residents with "Life Support" necklaces have an event that requires land lines to work when health status is compromised. Our residents go several days without service until a technician is sent.

In addition, our residential bills state a fee for "LD 30 Internet". However, the Frontier technicians have verified our residents are receiving "7-10" at best. Our residents are asking why they are paying for a higher service than they are receiving.

We acknowledge the communication lines within our Township are extremely old & outdated. However, we feel it is Frontier's responsibility to update & provide a trusted, reliable service for our community.

We ask for your assistance in helping us correct this vital situation.

Sincerely,

Walnut Township Trustees

Trustees: Terry Horn • Doug Leith • Bill Yates Fiscal Officer: Jane Baker
 Phone • 740-467-2420 Fax • 740-994-5182 Email • contact@walnuttp.com Web • www.walnuttp.com

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 Technician Debbie Date Processed 7-20-20





