

JW

Judith C. Whitney
Clerk of the Commission
112 State Street
Montpelier, VT 05620-2701

October 2, 2018

Dear Ms. Whitney:

We are writing to complain about the internet service provided by Consolidated Communications. We think our complaint is relevant to the ongoing investigation of Consolidated Communications by the Public Utility Commission.

We reside at 519 Harrington Road, in the town of Bennington (telephone number 802 442-5612). Consolidated Communications provides our land line telephone and internet connection. We find the internet connection to be very slow, prone to interruptions, and expensive. However, our specific complaint is about service.

On July 9, we lost internet access. It was restored on July 31. The lack of internet access was quite disruptive for us. We spent about \$45 buying extra data service from our mobile phone, for quite limited chunks of internet service. Family members also drove to other locations (libraries and schools) to access public internet. Consolidated did not bill us for its internet coverage during the outage, but that credit did not approach the amount that we paid in extra data bills for our cell phones or for our gas and disruption in going elsewhere for internet service.

During our outage, we were first told by Consolidated agents, reached by telephone, that there had been a general internet outage over southern Vermont, which would take time to fix. Later, we were told that we needed tests to see whether the outage was in our house wiring or in the system getting to our house. We requested that a service technician visit our house to address the issue at the house, but Consolidated said it wasn't convinced that the problem was here, and pledged to resolve the issue by July 31. We called Consolidated every day prior to July 31 to find out status of our problem and to attempt to move up the date of the technician's visit, to no avail.

On July 31, a technician visited us, and spent several hours fixing wiring problems at the house, which solved our problem. In response to our questions, the technician said that he knew of no general outage earlier in July, and that he or someone else could have come earlier if asked. We also asked about the slow speed of our service. He said that the relay equipment in our neighborhood was slow, and that hardware exists to increase the speed noticeably.

We have been favorably impressed by the technicians who have visited us. The service we receive remotely (over the phone) has been quite inconsistent in quality.

We have no confidence in Consolidated Communications as an internet provider.

Sincerely yours,

Beth Hardesty and John Dyck
519 Harrington Road
North Bennington, VT 05257