

**Petition of the Vermont Department of Public Service for an Investigation into the service quality provided by Telephone Operating Company of Vermont, Inc., d/b/a Consolidated Communications, Inc.**

Case Number: 18-3231-PET

Comment: Please add my name to the list of dissatisfied/annoyed Fairpoint/Consolidated subscribers. Since establishing service in June, I have had to call customer service *every month* because services are added to my bill in error and without my authorization. Customer service hold times are excessive and customer service agents frequently lack the ability to convey basic information and communicate clearly. Technician visits are scheduled in *eight hours* blocks on *weekdays* and twice have been postponed/rescheduled by automated call *during the day* of the scheduled visit. Consolidated's only redeeming quality is that their service -- once established -- is reliable. But pity the poor subscriber who has a billing question, technical problem or otherwise needs to speak with customer service. Thank you.