

18A-4003

Under Review  Case Age: 0

Administrative / General Public Comment : eFiled

11/20/18

Summary-ADM
 Commission-Issued Documents
 Public Comments

Public Comments

- Public Comment(s)

Filed	Commenter	Comment	View Filed/Ack Document
General Public Comment			
11/20/2018	Horton, Ron [PUBCOM]	When Consolidated took over Fairpoint there was an immediate loss of customer service. We had to wait a week to get our phone back in service and the people on the phone were cold and didn't seem to care. This is a 180 degree change from before the changeover. We always had someone out within 24 hours. The techs are the same but say they are way under staffed now and can't get out on a timely basis. I'm not impressed with the new company at all.	Filed