

From: Maya Drummond
To: [PUC - Clerk](#)
Subject: Fire Alarm Phone Lines, Consolidated Communications
Date: Friday, November 23, 2018 8:50:05 AM

Dear Ms. Whitney,

Today is Friday November 23rd, 2018. It is a holiday weekend, so perhaps you are out of the office. But I am writing to let you know of problems I am having with Consolidated Communications, specifically with their unwillingness to service the phone lines to our fire alarm panel in a timely manner. We have 18 people living here in the building. Last night, after we had a fire event here at the building which set our alarm into "full alarm status" - but our dispatch did not receive any signal and the fire department was not notified. Consolidated Communications told us that the earliest they could come and repair the primary and back up phone lines for our fire alarm system would be within five days. We never had any problem maintaining phone lines for our fire alarm system until Consolidated Communications bought Fairpoint. We have owned and operated this facility for 19 years.

At this time, we can no longer depend on phone service from Consolidated Communications. It is a matter of safety for people living here in the building. We are going to switch to wireless, even though internet is sometimes "spotty" here, but it will still be more reliable than Consolidated Communications.

I understand you are investigating already in response to hundreds of other complaints. Please include our complaint in your investigation.

Thank you very much,

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