

From: Wendy Doane
To: [PUC - Clerk](#)
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Public Utility Commission:

Thank you for the opportunity to give feedback on the service we have been experiencing with Consolidated Communication. Some observations of service are as follows:

- 1) Static so severe that the line is not functional has been a frequent problem. I have 7 tickets in to the company concerning this problem since spring of 2018.
- 2) Repair crews usually make it for repair anywhere from a week from the call to 2 weeks. Meanwhile we must rely on our cell phones, which do not have very strong reception.
- 3) There have been days when I had to leave our house to make cell phone calls, because the landline has too much static.
- 4) The static problem did not exist when Verizon and Fairpoint operated the infrastructure.
- 5) We have not been able to receive incoming calls for 3 days. (This is post-storm and might be related to that).

My concern is that Consolidated is throwing all of the funds into repair service rather than keeping the infrastructure patent, whole and functioning and will get out when that model is no longer profitable.

Do not hesitate to contact me. Probably email is best if you have further questions.

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Reply

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