

On Monday, January 7, 2019, I called Consolidated Communications, looking to add voice service to my existing plan (I currently have two DSL lines). We went through the calling plans and the other particulars over the phone. The agent then scheduled me for an install on Thursday, January 10, 2019 between 1pm and 4pm. At 1:47 pm on Thursday, January 10, 2019 (47 minutes into the start of the appointment window), I called Consolidated to see if they had an estimate for the technician's arrival, and whether or not there were any actions I should take ahead of time to assist the technician. The agent then informed me that original agent forgot to perform the third-party verification and my appointment was cancelled. I had structured my day around this install and I find it unacceptable for Consolidated to cancel my appointment and not inform me until I called and asked them for an update.

As for the relief, I certainly do not want to pay the installation charge (~\$30). I am mainly filing this report to inform the PUC how poor Consolidated's customer service is.

Ian Scott