

**From:** [Sarah Fowler](#)  
**To:** [PUC - Clerk](#)  
**Subject:** Follow-Up on Case #18-3231-PET  
**Date:** Saturday, February 02, 2019 1:43:27 PM

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Dear PUC Clerk,

I want to express my continued concerns with Consolidated Communications (CC).

I am still being harassed by a hacker since August 2018. When asking for help from CC they offer an address to forward the hacker's email. But I've found these emails are bouncing back. Why can't CC's forensics team squelch these hackers?

Secondly, every time it rains our phone service goes out. When called, CC staff say that their repair is backed up for days. And when they come out, finally, the phone service has resurrected in the dryer weather. CC won't send a technician during the rain storms when our service is impacted. We were told by Fairpoint Techs that the lines coming from Route 2 are riddled with broken wires, thus the service issues.

Please let me know if you have any questions.

Best,

Sarah Fowler

Sent from my iPhone