
From: Karen Horn <kebhorn@gmail.com>
Sent: Wednesday, February 20, 2019 8:10 PM
To: PUC - Clerk <PUC.Clerk@vermont.gov>
Subject: Public Comment - Case #18.3231-PET

Good evening,

I am submitting the attached comment regarding our residential service and interactions with Consolidated Communications over the last year and two months.

Thank you for your consideration.

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February 20, 2019

201 Story Dr.
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Regarding Internet and Landline Service from consolidated Communications
Case # 18-3231-PET

Consolidated Communications Interaction at 201 Story Dr. Moretown VT

In the week after Christmas 2017, a tree fell on the Fairpoint line across in front of our house, bringing down the line. Our house and one other receive landline and internet service from that line.

We called Fairpoint. They asked us to verify that it was not a Washington Electric line. Washington Electric came out within 8 hours and verified that it was a Fairpoint line and Fairpoint pole. We called Fairpoint back and notified them that it was their line (which we already knew as the electric line is buried) and their broken pole.

We indicated that there was conduit already in the ground and we would appreciate if when the line on the ground was removed that the new line go through the conduit, thus being buried.

We also indicated that internet service at this address is terribly slow and goes out often and we would like better service.

Given the fact that the service was not slower or worse than before and that Fairpoint was being taken over by Consolidated, we did not at that time pursue the matter.

In March of 2018 we called to remind what was now Consolidated of the wire on the ground.

In early September 2018 I emailed a ticket for repair to Consolidated Communications regarding both the needed repair and the terrible internet connection that had gotten worse. I received no response.

On September 28, 2018 I called Consolidated Communications (844-968-7224). The Consolidated representative on the phone called up our ticket from March (and I believe the email complaint from September). She said that the following Wednesday (October 3) a crew would be out to repair the line. They would arrive sometime between 8:00 am and 5:00 pm. We reiterated that the line should go through the existing conduit versus a new pole and line being put overhead.

On October 3 at 6:02 pm a Consolidated Communications service man drove up our road and then back down. It is a private road with two houses on it. My son who was home jumped in the car and followed him down the road. They chatted for a bit and the service man said he couldn't do that work. A different crew was needed. He was visibly relieved that my son did not yell at him and thanked my son for not being angry.

On October 11, 2018 I called Consolidated. The representative said that someone would call by Monday (October 15).

On October 17, I called the internet service (same 844-968-7224 number). Charlene, the Consolidated representative said she was calling Service Line Repair. They said the order was in Construction. I mentioned to her that it seems no one talks to any one else at Consolidated and having to go through the entire phone tree every time I call was a waste of everyone's time and energy.

On October 18, 2018 my second son texted me to let me know that three trucks and a flagger from Consolidated had come up our road (a private road with two houses on it). The construction crew put a new line in the conduit. They did nothing with the line on the ground or the broken pole. They did not connect the new line to anything but left it coiled on the broken pole.

On October 30, 2018 I called Consolidated and was referred to Line Repair. Then I was referred to Customer Service. Missy, the Consolidated representative, needed my account number and amount of the last bill. She then sent me to someone else at Customer Service (Phil) who sent me to Stephanie (in Texas) who put in an order to Maintenance/Line Repair. She said that putting the aerial line in the ground was a change in service and would cost \$160 for the first hour and \$80 for each subsequent 30 minutes of work. Stephanie the Consolidated representative, said she would look back and adjust the bill for bad service over the last several months. She also indicated that the repair would be made on Tuesday November 6, sometime between 8:00 am and 5:00 pm. We would not need to be there. Stephanie also indicated that she would call by Thursday with the adjustments to the bill.

On October 31, 2018 Stephanie left a message stating that there would be a credit on the October statement, which did occur for the one month. I received two automated calls asking about customer service on November 1, 2018. I indicated I had no problem with the individuals with whom we spoke -they are doing a job that is doomed to failure and there is no system at Consolidated.

On November 5, 6, and 7 I received automated calls asking for me to respond to a customer satisfaction survey.

On November 6 at 10:30am a Consolidated technical person came to the house. He said he could do nothing and a construction crew was needed to enclose the splice

on the pole and housing where the new line connects from the conduit up to the house.

On November 7, 2018 Consolidated called and left a message that a crew would be sent out tomorrow.

On November 8, 2018 a Consolidated technical person was sent out to connect the ground wire to the house. He reiterated that that was a construction crew job, that he could do nothing, and called in a specific work order.

On November 9 a two person Consolidated crew came out (deployed from California). They never heard of the person who had put in the work order or the work order on November 8. Once they tracked down the work order, they left as they had inappropriate equipment to do the job. They also mentioned that they had worked 85 hours the previous week in Vermont.

On November 9, Consolidated called and left a message to call if we needed anything. They invited us to call Customer Service.

Also on November 9, I received a call from Consolidated that they found and resolved the issue on our phone line. I could listen to the automated message again or end the call.

On November 11, 2018 I called Consolidated. Marissa looked up all the tickets and found them. She transferred the call to Line Repair. They should have a construction crew. She said she would send a report down to the technicians and they would give a call. At 5:15 I received an automated call that the technicians would be out before 6:00 pm on Wednesday, November 14.

To date we have seen no evidence of anyone coming out pursuant to the November 11 call or November 14 commitment. The new line is still coiled up on the broken pole and not connected to anything. The old line remains on the ground (now under snow) and the broken pole is still there.

I got tired and decided to focus on other priorities for a while instead.

In late January and February our internet service got noticeably worse – slower and cutting in and out on a regular basis. On February 19, our son put in a new “high speed” router. On February 20, 2019 at 6:23 pm, our internet speed test showed 0.61 Mbps download, 0.28 Mbps upload and 36 ms latency. The retest a few minutes later would not work because the internet went down as it does on a regular basis.

This is the state of service from Consolidated Communications 12 miles from downtown Montpelier in 2019. Our monthly bill is \$131.81 for landline and internet.

Thank you for your interest in the level of service provided to Vermonters by Consolidated Communications.

Karen Horn (kebhorn@gmail.com)