

STATE OF VERMONT  
PUBLIC UTILITY COMMISSION

Case No. 18-3231-PET

Petition of the Vermont Department of Public Service for an investigation into the service quality provided by Telephone Operating Company of Vermont, Inc., d/b/a Consolidated Communications, Inc.	
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Order entered: 06/03/2021

**ORDER CLOSING INVESTIGATION**

This case involves an investigation by the Vermont Public Utility Commission (“Commission”), pursuant to 30 V.S.A. § 30, into the compliance of Telephone Operating Company of Vermont, Inc., doing business as Consolidated Communications, Inc. (“Consolidated”), with service quality standards for retail customers of telecommunications services.


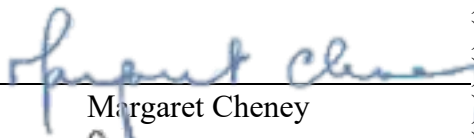
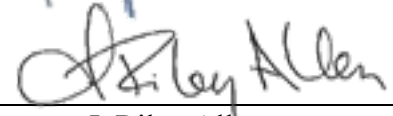
On January 13, 2020, the Commission issued its final order in the case, imposing penalties and compliance requirements on Consolidated.

On March 25, 2021, Consolidated submitted a written report explaining that it had completed improvements to its network in the towns of West Burke and Wilmington, Vermont, reflecting a total investment of approximately \$159,000, and that it had upgraded its customer credit system to provide automatic credits when Consolidated is aware of customers that have been affected by a system outage.

Consolidated’s March 25 filing and the upgrades to its network and customer credit system fulfill Consolidated’s obligations under the Commission’s final order in this investigation. Accordingly, this investigation is closed.


**SO ORDERED.**

Dated at Montpelier, Vermont, this 3rd day of June, 2021.

 _____ )	) PUBLIC UTILITY ) ) COMMISSION ) OF VERMONT
Anthony Z. Roisman )	
_____ )	
 _____ )	) COMMISSION ) OF VERMONT
Margaret Cheney )	
_____ )	
 _____ )	) OF VERMONT
J. Riley Allen )	

OFFICE OF THE CLERK

Filed: June 3, 2021

Attest:   
\_\_\_\_\_  
Clerk of the Commission

*Notice to Readers: This decision is subject to revision of technical errors. Readers are requested to notify the Clerk of the Commission (by e-mail, telephone, or in writing) of any apparent errors, in order that any necessary corrections may be made. (E-mail address: [puc.clerk@vermont.gov](mailto:puc.clerk@vermont.gov))*

PUC Case No. 18-3231-PET - SERVICE LIST

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