

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.	
--	--

Order entered: 10/09/2019

**ORDER DENYING CONSOLIDATED'S MOTION TO MODIFY SCHEDULE**

This case involves an investigation by the Vermont Public Utility Commission ("Commission"), pursuant to 30 V.S.A. § 30, into the compliance of Consolidated Communications of Vermont Company, LLC, doing business as Consolidated Communications, Inc. ("Consolidated"), with service quality standards for retail customers of telecommunications services. In this Order, we deny Consolidated's motion. The evidentiary hearing will proceed on October 11, 2019, as scheduled.


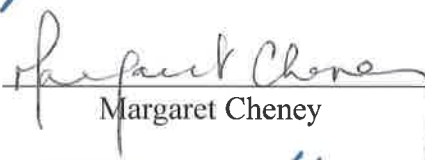

On October 7, 2019, Consolidated filed a motion asking the Commission to reset the evidentiary hearing and order mediation. Consolidated's motion does not state whether Consolidated spoke with the Vermont Department of Public Service ("Department") about the motion before filing or whether the Department agreed with Consolidated's requests.

On October 8, 2019, the Department filed an opposition to the motion, stating that the evidentiary hearing will provide an opportunity to discuss Consolidated's recent performance under the service quality standards and that mediation would not serve the public's interest in transparency.

We deny Consolidated's request to modify the schedule. Consolidated has had over a year to seek mediation with the Department. The date for the evidentiary hearing was set more than four months ago based on the joint schedule proposed by the parties. We will not reschedule the evidentiary hearing based on an opposed motion filed just four days before the evidentiary hearing is set to occur.

**SO ORDERED.**

Dated at Montpelier, Vermont, this 9th day of October, 2019.

	)	
Anthony Z. Roisman	)	PUBLIC UTILITY
	)	
	)	
Margaret Cheney	)	COMMISSION
	)	
	)	
Sarah Hofmann	)	OF VERMONT

OFFICE OF THE CLERK

Filed: October 9, 2019

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

Parties:

Sarah L. J. Aceves (for Vermont Department of Public Service)  
Vermont Department of Public Service  
112 State Street  
Montpelier, VT 05620  
sarah.aceves@vermont.gov

Debra L. Bouffard, Esq. (for Consolidated Communications, Inc.)  
Sheehey Furlong & Behm  
30 Main Street, 6th Floor  
P.O. Box 66  
Burlington, VT 05402-0066  
dbouffard@sheeheyvt.com

James Porter, Esq. (for Vermont Department of Public Service)  
Vermont Department of Public Service  
112 State St  
Montpelier, VT 05620  
james.porter@vermont.gov

Michael Shultz (for Consolidated Communications, Inc.)  
Consolidated Communications, Inc.  
770 Elm Street  
Manchester, NH 03101  
michael.shultz@consolidated.com