

VIA ELECTRONIC FILING

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W., Room TW-B204  
Washington, DC 20554

WC Docket Nos. 20-34, 19-126 and 10-90

**RE: Rebuttal to Frontier RDOF Phase 1 Eligibility Challenge**

Madam Secretary:

We herein offer a rebuttal of Frontier's April challenges to the initial list of eligible census blocks for Rural Digital Opportunity Fund (RDOF) Phase 1 released in March.

Frontier's pending exclusion petition would be devastating, further delaying crucial broadband upgrades and likely deterring bidders from participating. In Ohio, Frontier's pending eligibility challenge would eliminate an additional 1,000 square miles from RDOF Phase 1, the equivalent of two full counties. Appendix A explains the impact in more detail. Carrier Form 477 filings of June 2019 had already reduced by one-third the eligible households compared to the December 2018 data. These dramatic reductions in RDOF Phase 1 eligibility arose from two sources:

1. Carriers' unfounded upward revision of speeds they are capable of delivering, and
2. De minimis deployment strategies by carriers, taking advantage of the well-known mapping flaw wherein a single served location marks an entire census block as served.

In reality, the decrepit copper plant operated by Frontier and other incumbents restricts both the speed and reach of broadband services. Further, Frontier has demonstrated a lack of commitment to serving rural customers across the country.

Unfounded Upward Revision of Speeds

Unfounded upward revisions of advertised speeds by Frontier have previously eliminated many census tracts from RDOF Phase 1. Now, in the pending challenge, Frontier asks the FCC to double down on the damage to rural America. In our 37-county study area in southern and eastern Ohio, Connect America Fund II (CAF II) deployments have been exclusively 10/1 (as reported in HUBB by carriers) regardless of the claims of higher available speeds in the Form 477. Rather than a lack of appetite for more capacity, it is Frontier's decrepit copper plant that cannot support higher speeds in most locations. Appendix B illustrates this issue with census block-by-census block details.

De Minimis Deployment Strategy

Frontier and most other incumbent carriers demonstrate a clear strategy of de minimis deployments in which just one or two households in a large rural census block are served, revealed by mapping CAF II-required deployment reporting data in HUBB. This strategy leaves 80% to 95% of households stranded, appearing on the maps as served, but in reality remaining totally unserved with zero options for terrestrial broadband services, falling outside the reach of even mobile 4G services.

The impact of the de minimis deployment strategy has obscured the scale of the digital desert in rural America, resulting in dramatic overstatements of availability in our study area.

CAF II Census Blocks	Square Miles	Eligible Households	Actual Served Households	Unserved Households	Availability Overstatement
Most Egregious 600	663	14,725	1,440	<b>13,285</b>	<b>9 to 1</b>
	Maps show 100% served		10%	<b>90%</b>	

Frontier incorrectly claims that low penetration in rural areas reflects a lack of demand for broadband when in reality the low market penetration is a direct result of the company’s own de minimis deployment strategy. In contrast, where rural electric cooperatives deploy broadband initial subscription levels routinely reach 30% to 40%.

Most of these “mapped-as-served but not-served” census blocks should be in RDOF Phase 1 but have been excluded due to unfounded carrier claims that 25/3 or higher services are available. Frontier’s pending exclusion petition further exacerbates this terrible situation.

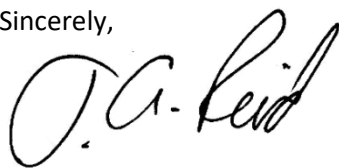
Lack of Commitment to Rural America

Further, Frontier demonstrates a lack of commitment to expanding broadband services in rural areas and has repeatedly failed to deliver adequate customer service. The company’s 50+ year-old copper infrastructure serving rural Ohio makes the expansion of broadband impossible (despite limited extensions of fiber). Even analog telephone services have become unreliable do this beyond-end-of-life infrastructure.

Appendix C provides substantial evidence in the form of 346 pages of telephone and broadband complaints regarding Frontier reported to the Public Utilities Commission of Ohio in just two months, October and November 2019. We are not alone in this poor-service-predicament in regard to Frontier. Numerous consumer complaints about Frontier services have resulted in states conducting investigations including Minnesota and West Virginia, the damning reports from which are widely available.

Therefore, based on the logic herein and the supporting evidence provided, we respectfully request that the FCC summarily reject Frontier’s challenges to RDOF Phase 1 eligibility.

Sincerely,



Tom Reid [Tom@ReidConsultingGroup.com](mailto:Tom@ReidConsultingGroup.com)

Broadband Consultant for the Buckeye Hills Regional Council  
 President of the Reid Consulting Group



1400 Pike Street  
Marietta, Ohio 45750

cc: Preston Wise  
Arielle Roth  
Travis Litman  
Joseph Calascione  
Randy Clarge  
Alex Minard  
ConnectAmerica@fcc.gov

Attachments:

- Appendix A: Impact of Frontier Eligibility Challenge in Ohio
- Appendix B: Overstatement of Speeds Available – Ohio Census Block Examples
- Appendix C: PUC of Ohio Broadband and Telephone Service Complaints Regarding Frontier

# Appendix A: Impact of Frontier Eligibility Challenge in Ohio



## RDOF Shrinking Eligibility and The Devastating Impact on Rural America

**Bret Allphin**

Development Director

BretAllphin@BuckeyeHills.org

**Misty Crosby**

Executive Director

MCrosby@BuckeyeHills.org

**Tom Reid**

Broadband Consultant

Tom@ReidConsultingGroup.com

3 May 2020

<https://buckeyehills.org/broadband>



# Mission Failure

Highways are a fundamental infrastructure element

- \$10 million to \$20 million per mile (fully loaded)
- Some waste, fraud and abuse in every project

**But we can drive the highways!**

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Carriers received **\$70 billion** in FCC funding to improve telecom infrastructure in rural America in past 20 years

**Yet the rural digital “highway” is missing in action**

The 50+ year old copper cables have deteriorated resulting in:

- Unreliable telephone services posing **life/safety** risks
- **Limited reach and quality of broadband services**

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**Imperative to wisely invest public funding  
to restore rural America**



# Emergency Action Request

## FCC Decision as Early as May 8

Carriers have challenged eligibility of tens of thousands of census blocks nationwide for the RDOF Phase 1 auction, filing dubious and unsubstantiated claims of coverage in areas known to be without broadband

Most egregious Phase 1 eligibility challenges file in April 2020:

- [Frontier](#) – 355 pages of census blocks now magically served
- [CenturyLink](#) – 188 pages of census blocks now magically served

*“What are they protecting?”*

Carrier	All Carriers	Frontier	CenturyLink	AT&T	Windstream
Annual USF Funding	\$5 billion	\$318 million	\$573 million	\$615 million	\$232 million

**Urgent for FCC to deny the egregious RDOF Phase 1 eligibility challenges**

**Even better to revert to December 2018 version of Form 477 filings**

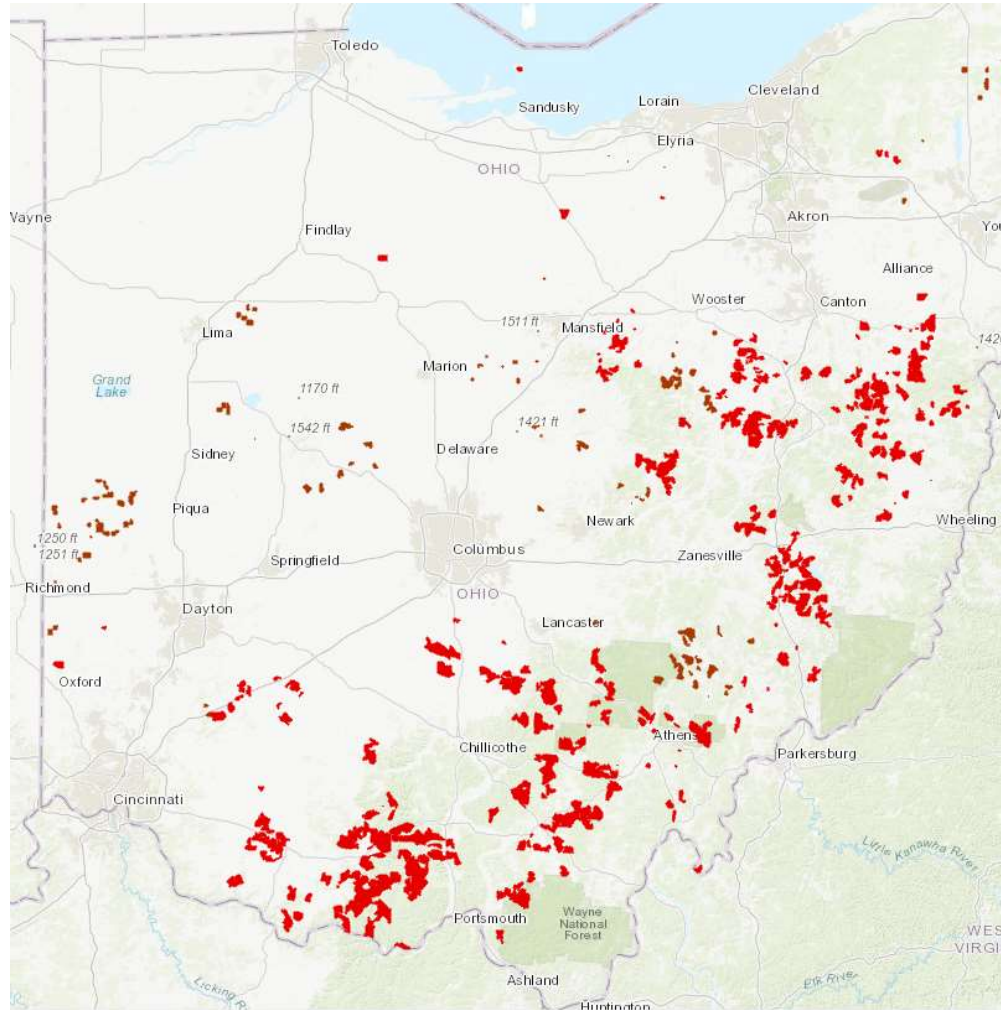


# Last Minute Land Grab Ohio Statewide View

- Frontier Petition to Remove Census Blocks from RDOF Phase 1, filed April 2020
- CenturyLink Petition to Remove Census Blocks from RDOF Phase 1, filed April 2020

**>1,000 square miles affected,  
equivalent of two entire counties**

3 May 2020

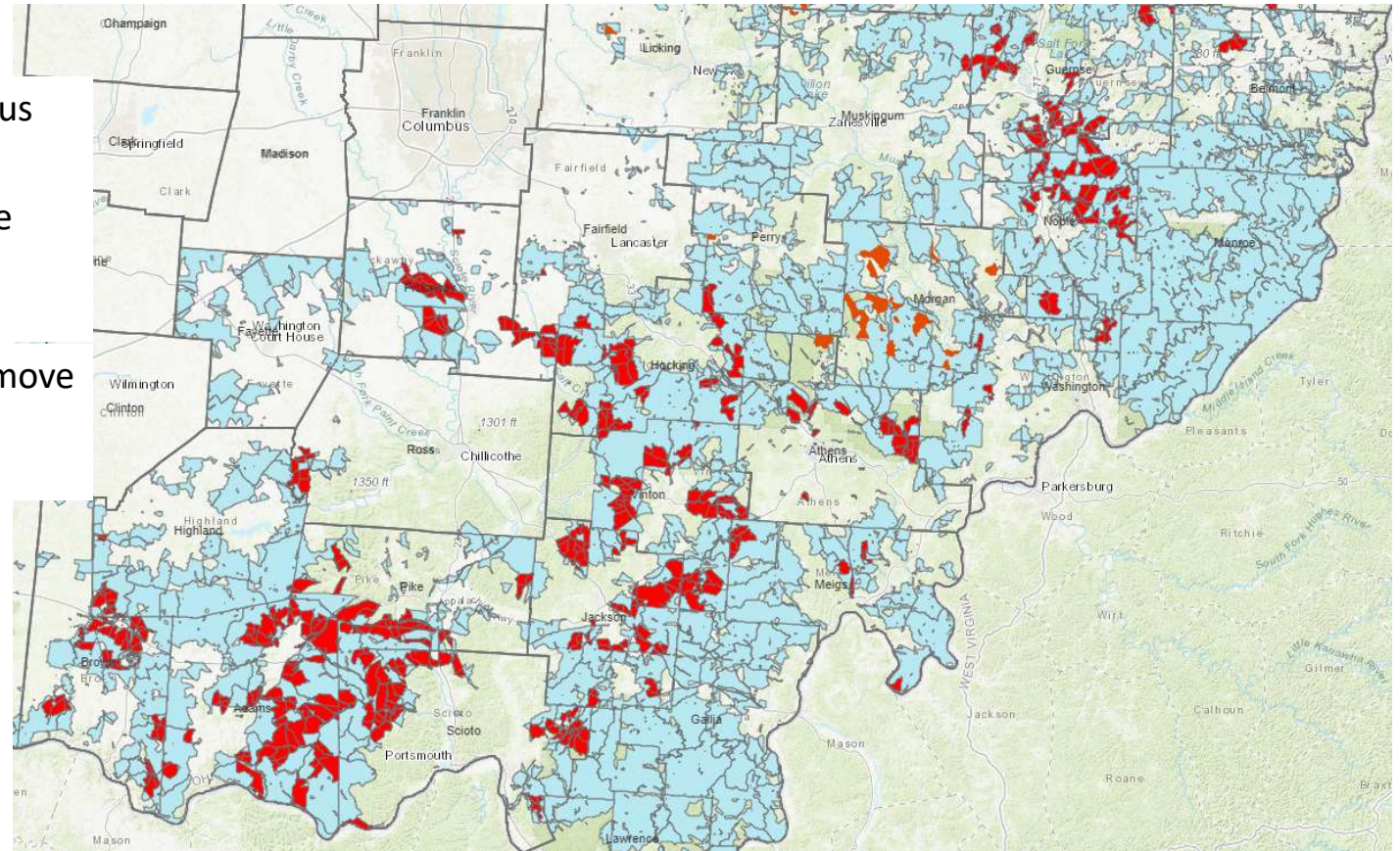


# Last Minute Land Grab Focus on Southeast Ohio

**Emergency Action Request**

- FCC "Initially Eligible" Census Blocks for RDOF Phase 1
- Frontier Petition to Remove Census Blocks from RDOF Phase 1, filed April 2020
- CenturyLink Petition to Remove Census Blocks from RDOF Phase 1, filed April 2020

Risk losing the equivalent of two entire counties of eligibility



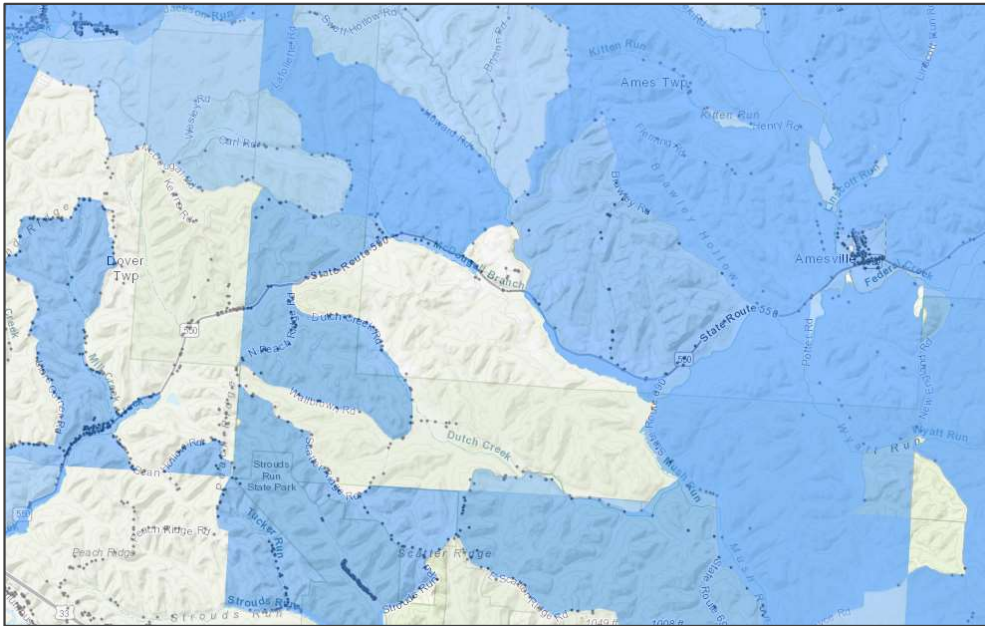
3 May 2020

**Urgent for FCC to deny the egregious RDOF Phase 1 eligibility challenges**

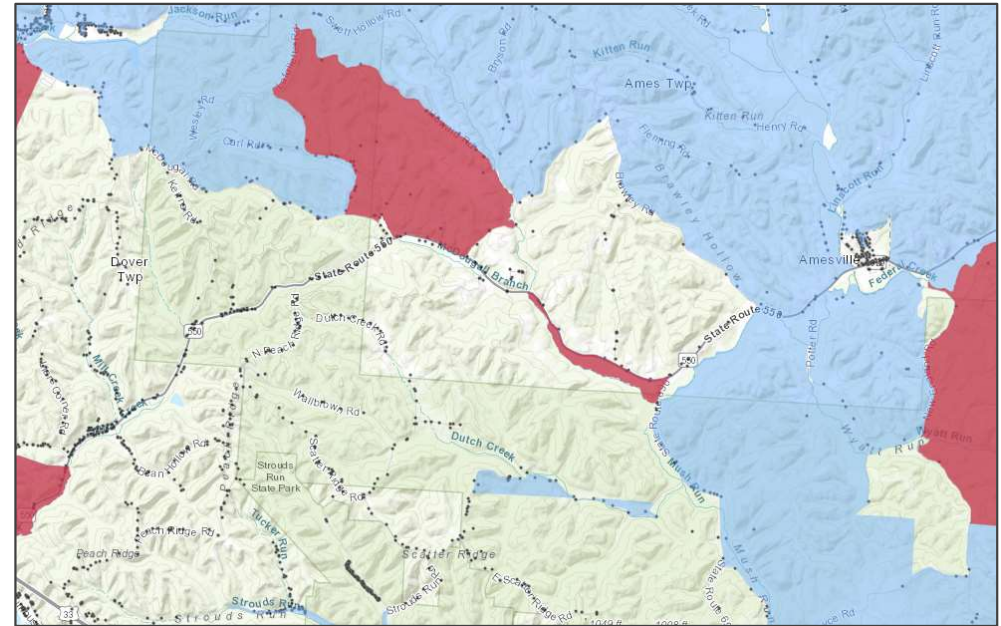


# Shrinking Eligibility

## Example from Northeastern Athens County



Eligible for RDOF as of 2019



Reduced eligibility for RDOF as of March 2020

Frontier Challenges to RDOF Eligibility in April 2020

- Previous overstatements of coverage **already shrunk RDOF coverage by 40%**
- Frontier challenge alone would reduce by an **additional 1,000 square miles**

## Appendix B Part 1: Form 477 Overstatement of Available Speeds

Block ID	Form 477 Speeds	Highest Speed Deployed	Area in Sq Mi	CAF II HHs	HHs Deployed	Served %
391670212003006	25/2	10/1	2.65	43	1	2%
390099737003026	1000/1000	10/1	2.46	36	1	3%
391670212005091	18/0.768	10/1	2.40	34	1	3%
391059643004072	100/5	10/1	1.96	33	1	3%
391670217001059	100/10	10/1	4.47	55	2	4%
391159691001058	20/2	10/1	3.42	26	1	4%
390099735001087	100/5	10/1	2.08	26	1	4%
391670217001045	100/10	10/1	2.63	50	2	4%
391670217001042	40/5	10/1	1.47	24	1	4%
390099727004006	24/2	10/1	3.13	47	2	4%
390099735003077	24/2	10/1	1.69	23	1	4%
390099737003065	100/5	10/1	1.19	20	1	5%
390099735001026	60/5	10/1	5.41	39	2	5%
390099735003000	24/2	10/1	2.60	18	1	6%
391279663002093	24/2	10/1	1.71	18	1	6%
391670217003012	24/2	10/1	1.29	18	1	6%
390099735003079	24/2	10/1	1.07	18	1	6%
390099735003107	24/2	10/1	0.98	18	1	6%
390099738001028	120/10	10/1	1.33	18	1	6%
391059641003005	120/10	10/1	1.02	18	1	6%
391670202001017	120/10	10/1	1.82	34	2	6%
390739649001074	24/2	10/1	1.97	33	2	6%
390099735001049	24/2	10/1	1.11	16	1	6%
391670217002014	24/2	10/1	1.00	16	1	6%
390099735002035	24/2	10/1	0.89	16	1	6%
391059641002050	75/8	10/1	0.87	16	1	6%
391279658001055	25/2	10/1	1.52	31	2	6%
391119666002064	18/0.768	10/1	5.38	46	3	7%
390739655002135	18/0.768	10/1	2.24	15	1	7%
390099735001084	24/2	10/1	1.69	30	2	7%
390099732002000	120/10	10/1	0.74	15	1	7%
390099737002056	24/2	10/1	0.68	14	1	7%
391670217001044	100/10	10/1	0.73	14	1	7%
390099737002060	1000/1000	10/1	1.12	14	1	7%
391670212005022	25/2	10/1	2.82	41	3	7%
391670217001049	100/10	10/1	2.48	27	2	7%
391059643004037	24/2	10/1	2.35	40	3	8%
390099735003082	100/5	10/1	3.73	39	3	8%
391159690003055	100/10	10/1	2.37	25	2	8%
391670212005030	25/2	10/1	3.40	49	4	8%
391059642004028	120/10	10/1	2.82	47	4	9%
391219683003025	24/2	10/1	2.05	23	2	9%

## Appendix B Part 1: Form 477 Overstatement of Available Speeds

Block ID	Form 477 Speeds	Highest Speed Deployed	Area in Sq Mi	CAF II HHs	HHs Deployed	Served %
390099737001037	1000/1000	10/1	2.21	46	4	9%
391670217003010	100/10	10/1	3.06	33	3	9%
391119666004063	25/2	10/1	2.36	43	4	9%
390099734003034	24/2	10/1	1.90	32	3	9%
391670216002031	24/2	10/1	1.42	21	2	10%
391159690004054	25/2	10/1	3.77	21	2	10%
391670217001034	100/10	10/1	5.19	61	6	10%
390739649003055	24/2	10/1	0.62	10	1	10%
391119666002046	25/2	10/1	3.92	60	6	10%
391670217001027	100/10	10/1	1.68	20	2	10%
391670217002027	50/4	10/1	2.59	38	4	11%
391219683001032	100/8	10/1	1.40	28	3	11%
391059643004068	24/2	10/1	1.48	18	2	11%
390099737002050	24/2	10/1	1.28	18	2	11%
390099735002018	24/2	10/1	1.19	9	1	11%
390739651002042	24/2	10/1	1.01	9	1	11%
390099726003044	30/2	10/1	1.70	27	3	11%
391159690001059	100/10	10/1	1.65	27	3	11%
391279659004021	120/10	10/1	1.72	9	1	11%
390099734002000	100/5	10/1	1.71	35	4	11%
390739651002055	24/2	10/1	1.63	26	3	12%
391219683004057	24/2	10/1	1.37	17	2	12%
391670217003014	100/10	10/1	1.45	17	2	12%
391219683001031	100/8	10/1	1.17	17	2	12%
390099735001082	24/2	10/1	0.77	8	1	13%
390099734002023	24/2	10/1	0.47	8	1	13%
391670217002046	50/4	10/1	0.71	8	1	13%
390099735001023	60/5	10/1	0.99	8	1	13%
391159688002044	120/10	10/1	1.12	8	1	13%
391159691001027	30/2	10/1	1.59	22	3	14%
391159690001010	20/2	10/1	0.61	7	1	14%
391059643003081	24/2	10/1	0.86	14	2	14%
391159690001060	100/10	10/1	0.74	7	1	14%
391279659004000	120/10	10/1	0.62	7	1	14%
390099737001025	1000/1000	10/1	1.42	21	3	14%
391059646004006	1000/50	10/1	0.90	7	1	14%
390739651002027	24/2	10/1	4.87	96	14	15%
390099737002065	1000/1000	10/1	1.76	34	5	15%
391279661004057	25/2	10/1	1.84	27	4	15%
390099727004052	24/2	10/1	3.70	53	8	15%
391279663002078	24/2	10/1	2.97	51	8	16%
391279661002037	25/2	10/1	1.22	19	3	16%

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Block ID	Form 477 Speeds	Highest Speed Deployed	Area in Sq Mi	CAF II HHs	HHs Deployed	Served %
391159690001050	20/2	10/1	0.51	6	1	17%
390099735002002	24/2	10/1	0.88	12	2	17%
390739651002108	24/2	10/1	1.19	6	1	17%
391670216001074	24/2	10/1	0.61	11	2	18%
391059643004016	24/2	10/1	1.69	16	3	19%
390099737001048	100/14	10/1	1.72	32	6	19%
391279663001065	20/2	10/1	0.66	5	1	20%
390099737002076	24/2	10/1	0.53	5	1	20%
390099737002069	24/2	10/1	0.47	5	1	20%
390739649002002	24/2	10/1	0.28	5	1	20%
391159691003094	30/2	10/1	1.79	10	2	20%
390099735001003	60/5	10/1	0.26	5	1	20%
391670217001032	100/10	10/1	1.09	15	3	20%
390099737001060	100/5	10/1	0.26	5	1	20%
391059642004009	120/10	10/1	0.28	5	1	20%
391159691001056	50/5	10/1	2.00	34	7	21%
391159690004061	80/10	10/1	2.33	34	7	21%



## Appendix B Part 2: De Minimis Deployment Examples

Block ID	Form 477 Speeds	Highest Speed Deployed	Area in Sq Mi	CAF II HHs	HHs Deployed	Served %	Unserved %
391670212003006	25/2	10/1	2.65	43	1	2%	98%
390099737003026	1000/1000	10/1	2.46	36	1	3%	97%
391670212005091	18/0.768	10/1	2.40	34	1	3%	97%
391059643004072	100/5	10/1	1.96	33	1	3%	97%
391670217001059	100/10	10/1	4.47	55	2	4%	96%
391159691001058	20/2	10/1	3.42	26	1	4%	96%
390099735001087	100/5	10/1	2.08	26	1	4%	96%
391670217001045	100/10	10/1	2.63	50	2	4%	96%
391670217001042	40/5	10/1	1.47	24	1	4%	96%
390099727004006	24/2	10/1	3.13	47	2	4%	96%
390099735003077	24/2	10/1	1.69	23	1	4%	96%
390099737003065	100/5	10/1	1.19	20	1	5%	95%
390099735001026	60/5	10/1	5.41	39	2	5%	95%
390099735003000	24/2	10/1	2.60	18	1	6%	94%
391279663002093	24/2	10/1	1.71	18	1	6%	94%
391670217003012	24/2	10/1	1.29	18	1	6%	94%
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390099735003107	24/2	10/1	0.98	18	1	6%	94%
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391059641003005	120/10	10/1	1.02	18	1	6%	94%
391670202001017	120/10	10/1	1.82	34	2	6%	94%
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390099735001049	24/2	10/1	1.11	16	1	6%	94%
391670217002014	24/2	10/1	1.00	16	1	6%	94%
390099735002035	24/2	10/1	0.89	16	1	6%	94%
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391059643004037	24/2	10/1	2.35	40	3	8%	93%
390099735003082	100/5	10/1	3.73	39	3	8%	92%
391159690003055	100/10	10/1	2.37	25	2	8%	92%
391670212005030	25/2	10/1	3.40	49	4	8%	92%
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390099734003034	24/2	10/1	1.90	32	3	9%	91%
391670216002031	24/2	10/1	1.42	21	2	10%	90%
391159690004054	25/2	10/1	3.77	21	2	10%	90%
391670217001034	100/10	10/1	5.19	61	6	10%	90%
390739649003055	24/2	10/1	0.62	10	1	10%	90%
391119666002046	25/2	10/1	3.92	60	6	10%	90%
391670217001027	100/10	10/1	1.68	20	2	10%	90%
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390099737002050	24/2	10/1	1.28	18	2	11%	89%
390099735002018	24/2	10/1	1.19	9	1	11%	89%
390739651002042	24/2	10/1	1.01	9	1	11%	89%
390099726003044	30/2	10/1	1.70	27	3	11%	89%
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391219683004057	24/2	10/1	1.37	17	2	12%	88%
391670217003014	100/10	10/1	1.45	17	2	12%	88%
391219683001031	100/8	10/1	1.17	17	2	12%	88%
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390099734002023	24/2	10/1	0.47	8	1	13%	88%
391670217002046	50/4	10/1	0.71	8	1	13%	88%
390099735001023	60/5	10/1	0.99	8	1	13%	88%
391159688002044	120/10	10/1	1.12	8	1	13%	88%
391159691001027	30/2	10/1	1.59	22	3	14%	86%
391159690001010	20/2	10/1	0.61	7	1	14%	86%
391059643003081	24/2	10/1	0.86	14	2	14%	86%
391159690001060	100/10	10/1	0.74	7	1	14%	86%
391279659004000	120/10	10/1	0.62	7	1	14%	86%
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391059646004006	1000/50	10/1	0.90	7	1	14%	86%
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390099737002065	1000/1000	10/1	1.76	34	5	15%	85%
391279661004057	25/2	10/1	1.84	27	4	15%	85%
390099727004052	24/2	10/1	3.70	53	8	15%	85%
391279663002078	24/2	10/1	2.97	51	8	16%	84%
391279661002037	25/2	10/1	1.22	19	3	16%	84%

## Appendix B Part 2: De Minimis Deployment Examples

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391159690001050	20/2	10/1	0.51	6	1	17%	83%
390099735002002	24/2	10/1	0.88	12	2	17%	83%
390739651002108	24/2	10/1	1.19	6	1	17%	83%
391670216001074	24/2	10/1	0.61	11	2	18%	82%
391059643004016	24/2	10/1	1.69	16	3	19%	81%
390099737001048	100/14	10/1	1.72	32	6	19%	81%
391279663001065	20/2	10/1	0.66	5	1	20%	80%
390099737002076	24/2	10/1	0.53	5	1	20%	80%
390099737002069	24/2	10/1	0.47	5	1	20%	80%
390739649002002	24/2	10/1	0.28	5	1	20%	80%
391159691003094	30/2	10/1	1.79	10	2	20%	80%
390099735001003	60/5	10/1	0.26	5	1	20%	80%
391670217001032	100/10	10/1	1.09	15	3	20%	80%
390099737001060	100/5	10/1	0.26	5	1	20%	80%
391059642004009	120/10	10/1	0.28	5	1	20%	80%
<b>Entire Sample</b>			<b>Area in Sq Mi</b>	<b>CAF II HHs</b>	<b>HHs Deployed</b>	<b>Served %</b>	<b>Unserved %</b>
			<b>176</b>	<b>2373</b>	<b>219</b>	<b>9%</b>	<b>91%</b>

Based on Form 477 Data of 31 Dec 2018 and HUBB data of April 2019

## **Appendix C**

### **PUC of Ohio Broadband and Telephone Service Complaints Regarding Frontier**

#### **During October and November 2019**

We originally requested that the Public Utilities Commission of Ohio (PUCO) provided all broadband and telephone complaints received for a full year. The PUCO staff explained that the volume would be too large and asked us to narrow the parameters. (Note: While the PUCO does not have regulatory authority over broadband, they do still log the complaints.)

We modified our request to receive all complaints during October and November 2019. Again the PUCO staff stated that the volume would be too high and asked us to narrow the request to specific carriers.

We narrowed our request to include only Frontier, CenturyLink, Windstream and AT&T over the months of October and November 2019.

We came to appreciate the PUCO staff requests to narrow the request when results began arriving in our inboxes. Frontier alone generated 345 pages of complaints in just these two months. As you will see in the complaints, telephone outages can endure for weeks and months, frustration over degraded telephone and data services are common.



## Frontier 2 Months

As of 2019-12-05 13:40:25 Eastern Standard Time/EST

### Filtered By

Date Field: Opened Date equals Custom (9/1/2019 to 10/31/2019)

Show: All cases

Units: Hours

AIQ Industry equals Telecommunications

Account in Question contains Frontier

Total Cases 308

Case Number	Subject	Date/Time	Case Comments
↑		Opened	

00537991	Frontier North Inc. - Quality of Customer Service	9/1/2019 11:29 AM	<p>Description: My electricity went off at approximately 7:30 p.m. on August 15. When it came back on about one hour later, I had no landline phone or Internet service. I reported the outage to Frontier the next afternoon. I received a text message from Frontier shortly after my report (at 3:30 p.m. on Aug. 16) that my outage was part of a known problem. My phone and Internet service was not restored until 2:32 p.m. on Aug. 22. In the meantime, I paid my phone bill as usual. I called Frontier today, Sept. 1, to request a credit on my bill for the week of no service. Initially, I was told I could receive a credit starting Sept. 18. I assured them that my trouble ticket and their email confirmation of my report both happened on Sept 16. After about 30 minutes of being on hold, the customer service rep came on the line and said she "had to jump through a lot of hoops" to get me a credit. She said I would receive a credit of \$11.91. I repeated the amount several times as I stated that with my monthly basic service now costing over \$78, the amount was not enough. When I checked my account online, I discovered that the credit was only \$7.91. This company is providing terrible phone and Internet service and even worse customer service.</p>
	Frontier North Inc. - Quality of Customer Service	9/1/2019 11:29 AM	<p>I left voicemail for customer that advised of \$89.22 credit which leaves an \$11.10 credit balance. Also her service was scheduled to be internet only. ICB</p> <p>**Closing case</p>
	Frontier North Inc. - Quality of Customer Service	9/1/2019 11:29 AM	<p>Resolution Comments: Left vm confirming service credit of \$89.22 and service being changed to internet only.</p>

	Frontier North Inc. - Quality of Customer Service	9/1/2019 11:29 AM	The \$89.22 includes a \$75 trip fee that they added to her account and then waived this charge. FTR is coming to her home on 9/25 to d/c her phone at her request. She will be keeping her internet and again FTR is waiving the \$75 tech trip charge again.
	Frontier North Inc. - Quality of Customer Service	9/1/2019 11:29 AM	- [REDACTED] wants to speak to AT to clarify some info he left on vm today -call routed over to AT for furtherance
<b>Subtotal</b>		5	
00538274			
	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/3/2019 8:46 AM	Caller, [REDACTED] – states that he is returning Alfred’s call – he would like to speak with him with further questions – adv that Alfred is currently unavailable – recd his vm – caller states that there should be another case open about when he calls the hotline – it puts him in a que – wait time 25 to 30 mins – he states that Alfred called him back on the wrong number --- he wants the call back at [REDACTED] --- adv him of the case number with Alfred – adv that the other case was closed and the notes are on that case – he states that he needs another case opened on the how he cannot just call back and speak with his inv without having to call an 800 number – then cannot even get him – adv that is the process here – he would like me to try Alfred again – adv that I recd his vm again – exp that there would not be a case open on him having to call an 800 number to reach his inv – adv that I will let him speak to the Escl Line person on the process – trans to Escl Line, CC.
	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/3/2019 8:46 AM	Reviewed customer comments that FTR missed the repair appt scheduled for 9/6 and have not returned his calls.

	<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>Spoke with [REDACTED] on the escalation line:</p> <p>He is unhappy that the PUCO investigator is providing a toll-free 800 # for a call back. He states he wants to know why its an 800 # and not a direct number to the investigator.</p> <p>Advised the purpose of providing the 800 # is so that there is no cost to the consumer to call the PUCO. He states it costs him time by having to go through the intake call process just to be told the investigator isn't available. ***** Advised I would note his concerns regarding the providing of the toll free number to consumers. ***** [REDACTED] replied "please do" and disconnected the call.</p>
	<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>Customer calling for update on case. Customer states he has terminated service and moved to Spectrum but still wants this matter looked at for credit regarding lack of service.</p>



	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/3/2019 8:46 AM	<p>The customer is calling to discuss the case.</p> <p>9/4/2019 - The customer went to the main Frontier office, he was told there is a major cable cut, there is no estimated repair date scheduled, to be determined.</p> <p>The customer keeps receiving text messages saying someone will be out tomorrow between 12-4pm, however the representative at the main office told the customer " nobody will be dispatched " and the ticket number initially provided to the customer was cancelled.</p> <p>I informed, A.T. is currently waiting for a response from the company, and will contact him back when any updated information is available.</p> <p>I provided my name, lcb.</p>
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	<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>Frontier</p> <p>Account number - not readily available.</p> <p>BLES/Missed Repair Appointment.</p> <p>Service out - 3 weeks ago/no dial tone.</p> <p>The customer has called the repair in 3 separate times, all repair tickets were cancelled in which the customer received text messages pushing the date back, most recently, no repair was scheduled.</p> <p>Most recent repair number - 9078175, which shows as cancelled, without further explanation.</p> <p>Customer would also like to check on any credit which may be owed to him regarding this outage.</p> <p>The customer is requesting we investigate, I provided the case number, I provided my name, lcb.</p>
	<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>I left customer a voicemail stating that Frontier is unwilling to provide any additional service credit based on them not having any record of other service repair tickets or calls from Mr. [REDACTED]. They repaired cable pair on 4/24/19 after his call on 4/19/19 of no dial tone. Since they claim not to have any record of the service trouble, no credits will be issued.</p>

	<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>customer called back, stated that they don't know if or when it will be fixed. he's now getting texts that they will show up in an hour, but they told him that's a lie.  They say his service call was cancelled.  8mi from central office. There is no cut cable. They don't know where the cut is. They called him back telling him there's nothing they can do.  The work order number no longer good according to Frontier. They say he's the only one complaining.  Automated system shows that he's on response for response by 4pm today.</p>
	<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>Customer is calling about his case. Advised that we have not received a response from the company after two e-mails. Advised that the investigator expects to receive a response by the close of business today. He says that he received a text setting his restoration date back to 9/12/19. He says that he has not seen any Frontier trucks. Advised that if Frontier doesn't respond to a third request, we generally get the industry supervisor involved. Invited a call back.</p>

<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>customer called back, says that he called the company, no answer, said there was just an automated response to leave a message on their answering machine. he says that there is no time frame given for when they will return his call. he says that he is going out of town for a month and won't be here.</p> <p>he says he can be reached at his cell phone if the battery is working.</p> <p>he says this issue also happened back in Dec. it was the same thing.</p> <p>he says they never showed up yesterday as scheduled.</p> <p>i advised inv out of office and we have sent another email to the company.</p> <p>he says he can't believes they are not taking any calls at all and they will not return vms. he says that he drove past their place of business and there are no trucks and no vehicles in the parking lot.</p>
<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>Sent another request for info after no response to 9/10 request. Seeking internal assistance.</p>
<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>I left voicemail advising of co. response regarding repairs being made to service on 9/12 and him porting service on 9/13. Also the \$20.80 credit that was applied to his account on 8/30. ICB.</p> <p>**Closed case</p>

Frontier North Inc. - Repair - Missed Commitment/Appointment	9/3/2019 8:46 AM	Resolution Comments: Left voicemail advising of co. response and \$20.80 credit.
Frontier North Inc. - Repair - Missed Commitment/Appointment	9/3/2019 8:46 AM	Cust calling because he is trying to cancel service with Frontier and has switched to Frontier. Customer has been unable to reach Frontier to cancel service. Gave EA#. ICB.  Cust did 3 way on his end and it appears that the escalation line is looping in to the regular customer service#. Gave case#. ICB.
Frontier North Inc. - Repair - Missed Commitment/Appointment	9/3/2019 8:46 AM	I spoke w/ customer and he is adamant that he began having service trouble on 6/10/19 and was unable to contact FTR to report it, but they should be fully aware. He is expecting more than the \$20.80 that he has been provided.
Frontier North Inc. - Repair - Missed Commitment/Appointment	9/3/2019 8:46 AM	wt to INV
Frontier North Inc. - Repair - Missed Commitment/Appointment	9/3/2019 8:46 AM	Customer claims that FTR would not accept his attempt for a certified letter, as it was returned to sender. He can't reach anyone at co. by our HL# provided to him previously.  I conferenced him in with Brian McNaughton @ FTR EA office for assistance.

<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>cust calling back stating hes been trying to contact frontier for weeks to get his serv disc he was told puco was going to look into this and its been weeks and we havenet contacted him.  cust started saying Frontier doesnt have to comply they do what they want because they had 10 business days and never got back with us.  adv cust I show this investigation was opened 9/3 and they have responded transferred cust to A.T. vm</p>
<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>Mailing customer copies of Case Reports for 2665602 and 538274.</p>
<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/3/2019 8:46 AM</p>	<p>Resolution Comments: Mailing copies of case reports.  Left voicemail advising of co. response and \$20.80 credit.</p>



	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/3/2019 8:46 AM	<p>customer called back about this case. he says that Frontier is telling him he has to pay \$50 for the month that he had no service. he disputing the charges. they are telling him they will sue him if he doesn't pay. he says that Frontier claims he owes this money because there's no record of him calling in to report the outage. he says there was no way to report it if he was out of service.</p> <p>he says he needs A.T. to send him records of his calls to the PUCO because he needs to substantiate his claims that he has reported the outages to Frontier during every outage..</p> <p>he also says their stock price dropped below a dollar per share and currently it's at \$0.87 per share. he says that they can't remain a publicly traded company if their shares stay below \$1.00 per for an entire week.</p> <p>i advised i will pass info along to A.T.</p>
<b>Subtotal</b>		21	
00538290	Frontier North Inc. - Call Company First	9/3/2019 9:29 AM	Resolution Comments: gave EA#/xfer and gave name/ICB States she told Frontier to cancel due to not having service and they couldn't get out there for almost a month. She realized her security system wouldn't work with other phone companies and wants Frontier back.
	Frontier North Inc. - Call Company First	9/3/2019 9:29 AM	States couldn't reach anyone..gave EA#/xfer and gave name/ICB
<b>Subtotal</b>		2	

00538306	<p>Frontier North Inc. - Final / Initial Bill Issue</p> <p>Frontier North Inc. - Final / Initial Bill Issue</p>	<p>9/3/2019 10:13 AM</p> <p>9/3/2019 10:13 AM</p>	<p>customer's Frontier landline was bundled with Dish along with cable/internet services.</p> <p>Customer is of the senior community.</p> <p>6/10 - Customer broke her bundle up, switching all services to Spectrum, ported her number in the process.</p> <p>The customer's bundle with Dish was paid up 1 month in advance, when service was switched to spectrum, she was owed 1 month of service from Frontier regarding phone service.</p> <p>The customer reached out to Dish to inquire about her credit, she was informed the credit balance was submitted to Frontier.</p> <p>The customer contacted Frontier, which informed the customer will receive a gift card for the credit balance sometime in 10/2019.</p> <p>The customer would like to know why she has to accept a visa gift card when she paid cash, also has questions regarding why she has to wait until 10/2019, when service ended in 6/2019.</p> <p>I provided the EA contact, advised she call to escalate her</p> <p>Resolution Comments: EA + Icb.</p>
<b>Subtotal</b>	2		

00538307	Frontier North Inc. - Utility Easement	9/3/2019 10:17 AM	<p>Caller states he called Frontier at the end of June to let them know there was a tree limb lying across the phone lines in their right of way.</p> <p>Rep adv him they would be out on July 8th to handle the matter and no one ever showed up.</p> <p>He doesn't want them to come and just remove the tree and leave it on his land. He wants it handled appropriately.</p> <p>Gave name/ICB/inv time line/case #</p>
	Frontier North Inc. - Utility Easement	9/3/2019 10:17 AM	<p>Resolution Comments: called to close, see comments</p> <p>the tree is the property owners responsibility. If the tree is on a right of way Mr. [REDACTED] will have to discuss with neighbor who will take responsibility for the tree.</p> <p>If the tree limbs cause an outage Frontier will send technicians out to repair.</p> <p>Currently there is not any service affected.</p>
	Frontier North Inc. - Utility Easement	9/3/2019 10:17 AM	<p>Left vm: the tree is the property owners responsibility. If the tree is on a right of way Mr. [REDACTED] will have to discuss with neighbor who will take responsibility for the tree.</p> <p>If the tree limbs cause an outage Frontier will send technicians out to repair.</p> <p>Currently there is not any service affected.</p>
	Frontier North Inc. - Utility Easement	9/3/2019 10:17 AM	<p>Currently there is not any service affected.</p>
<b>Subtotal</b>	<b>4</b>		

00538367	Frontier North Inc. - Out of Service	9/3/2019 12:07 PM	<p>Caller states has been out of service since 8/15 not able to make in/outbound calls.</p> <p>Frontier was suppose to make repairs on 8/19 and 8/23 and was a no show.</p> <p>Just for landline service. Cell service is spotty.</p> <p>Gave name/ICB/inv time line/case#</p>
	Frontier North Inc. - Out of Service	9/3/2019 12:07 PM	<p>Per ph call w/cust., advd not a bles No dial tone reported 8-15-19. On 9-3-19 a Tech repaired a short and ground and confirmed dial tone at the pedestal.</p> <p>NIJ is not located on the outside of the home.</p> <p>The Tech spoke to the customers on 9-3-19 and Mr. [REDACTED] contacted Frontiers Customer Service for an out of service credit which was provided of \$25.86.</p> <p>We spoke to Mr. [REDACTED] 9-4-19 and confirmed working service.</p> <p>She was highly upset regarding the co response time. Advd the puco is aware of this issue and are currently looking into this.</p> <p>Advd to expect the credit w/in 1-2 billing cycles. Should she need further assistance, cb.</p>
	Frontier North Inc. - Out of Service	9/3/2019 12:07 PM	Resolution Comments: Advd cust co rsp, invtd cb,
	<b>Subtotal</b>	<b>3</b>	
00538384	Frontier North Inc. - Can't Contact Company	9/3/2019 12:43 PM	Resolution Comments: refererd to ea

	Frontier North Inc. - Can't Contact Company	9/3/2019 12:43 PM	cust has been trying to talk to frontier to pay her bill and to cancel serv but hasnt been able to get anyone on the line referred to ea icb
<b>Subtotal</b>	2		
00538401			
	Frontier North Inc. - Billing Dispute	9/3/2019 1:17 PM	cust stating hes had several phone outages this year. cust stating recently his service was out 2 weeks due to a tree on the line. frontier had to have a contractor come out to take care of the tree. cust stating he has no cell service and they are only willing to credit \$12 and he only has landline. cust stating his phone serv is on currently but he is wanting a credit more than 12 also to complain that the rep he spoke with didn't want to give location as to where they were. referred cust to ea icb
	Frontier North Inc. - Billing Dispute	9/3/2019 1:17 PM	Resolution Comments: referred to ea
<b>Subtotal</b>	2		

00538410	Frontier North Inc. - Repair Service	9/3/2019 1:32 PM	<p>Resolution Comments: : Frontier/ She has not contacted the company today. She states she is calling about her obligation to pay her bill when she does not have service all the time. she states in the last 30 days service was out for 20 of those days. I asked what type of service she had and she has phone and internet with the company and I explained BLES. I explained that there is a rule that the company is required to provide a credit of a months service if they were not able to fix a BLES customers service within 72 hours. But they are not required outside of that. I provided her with the BLES rules and gave her the # for the BLES rules. I gave her the HL # to call the company to inquire about a credit . we discussed service issues and how long it takes for repairs. She asked if they can leave them without phone service and I told her not intentionally . she thanked for help. ICB. I told her she can call back if they are not willing to give her a credit and we can ask them but we can make them.</p>
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	Frontier North Inc. - Repair Service	9/3/2019 1:32 PM	Frontier/ She has not contacted the company today. She states she is calling about her obligation to pay her bill when she does not have service all the time. she states in the last 30 days service was out for 20 of those days. I asked what type of service she had and she has phone and internet with the company and I explained BLES. I explained that there is a rule that the company is required to provide a credit of a months service if they were not able to fix a BLES customers service within 72 hours. But they are not required outside of that. I provided her with the BLES rules and gave her the # for the BLES rules. I gave her the HL # to call the company to inquire about a credit . we discussed service issues and how long it takes for repairs. She asked if they can leave them without phone service and I told her not intentionally . she thanked for help. ICB. I told her she can call back if they are not willing to give her a credit and we can ask them but we can make them.
<b>Subtotal</b>		2	
00538453	Frontier North Inc. - Out of Service	9/3/2019 2:37 PM	<p>Caller states she has been without phone service since 8/2/19.</p> <p>Frontier was suppose to have someone out on several occasions and didn't.</p> <p>Caller had medical issues and her cell barely works.</p> <p>Gave name/inv time line/ case number/ICB</p>

			<p>Resolution comments: response letter mailed to consumer September 23, 2019. Per letter to consumer:</p> <p>Frontier's response was that a service outage was reported to the company on August 2, 2019. The work to repair the cable was completed September 10, 2019. A \$63.02 credit has been issued to the account for the service affecting issue.</p> <p>Per Ohio Administrative Code (OAC) 4901:1-6-12, local exchange carriers (LECs) such as Frontier must make a reasonable effort to repair Basic Local Exchange Service (BLES) service outages within 24 hours of the reported outage, excluding holidays and Sundays. If the outage lasts more than 72 hours, the LEC is to issue a credit to the customer which is equal to one month's charges for the BLES service.</p> <p>Residential BLES service is defined as being service which is provided over a single line and which is not part of a bundle or package of services. BLES service includes flat rate local dial tone service, touch tone dialing, access to 911 where available, access to operator and directory assistance, per call caller ID blocking services, and the ability to make and receive toll calls. Examples of the services beyond the definition of BLES include: a bundle or package of services which are offered together as one service option at a single price as well as caller ID, call waiting, second line service, in-state and inter-state toll calling</p>
	Frontier North Inc. - Out of Service	9/3/2019 2:37 PM	
<b>Subtotal</b>		2	
00538482	Frontier North Inc. - Non-Jurisdictional Matter	9/3/2019 3:34 PM	Resolution Comments: NJD

	Frontier North Inc. - Non-Jurisdictional Matter	9/3/2019 3:34 PM	<p>Frontier- has been having issues for a while. A couple weeks her internet went out. April modem was replaced. Calling since Thursday. When spoke with someone on Saturday was informed someone would be out Wednesday. Stated she spoke with a supervisor and informed would dispatch for Monday 9/1/19. The person who claimed to be a supervisor does not exist. Spoke with a rep on 9/2 and was informed there were no notes from her previous 2 calls. Cust is upset they are lying to her and always has issues with the internet service. Frontier informed her there are upgrades in her area but she cannot have it due to not having enough connections.</p> <p>Advised we have NJD over internet service. Provided EA number to cust.</p>
<b>Subtotal</b>		2	
00538530	Frontier North Inc. - Out of Service	9/3/2019 6:37 PM	<p>Description: I live at [REDACTED]. Ohio, not out in the wilderness. In the last month I have lost phone service twice and satellite internet once all from Frontier. My last phone outage was almost two weeks until they could fix it that one was repaired at the pole, the current phone outage I reported Monday 9/2, said a tech would be out 9/3 between noon and 5:00 pm , none showed instead a get a text stating that my problem was an outage, so I called Frontier, actually got a human, she confirmed it was an outage with no "restore date". How can Frontier be allowed to continue to charge top dollar for their "service" and have such old unreliable equipment. Extremely frustrated in [REDACTED] !!!!</p>

	Frontier North Inc. - Out of Service	9/3/2019 6:37 PM	<p>Left vm, advd not a bles customer-phone package + satellite Internet</p> <p>report of the outage on September 2, 2019. This outage affected 15 customers.</p> <p>Service was repaired on September 4, 2019 Remote equipment was down and it needed to have a cable repaired.</p> <p>A Frontier Representative spoke to Ms. [REDACTED] on September 5, 2019 and gave direct contact information for any further concerns.</p>
	Frontier North Inc. - Out of Service	9/3/2019 6:37 PM	<p>Invtd cb w/any questions or concerns. RTHL# advd cls case. Resolution Comments: not a bles customer-phone package + satellite Internet</p> <p>report of the outage on September 2, 2019. This outage affected 15 customers.</p> <p>Service was repaired on September 4, 2019 Remote equipment was down and it needed to have a cable repaired.</p> <p>A Frontier Representative spoke to Ms. [REDACTED] on September 5, 2019 and gave direct contact information for any further concerns.</p>
<b>Subtotal</b>	<b>3</b>		

00538533	Frontier North Inc. - Billing Inquiry	9/3/2019 9:15 PM	Description: We were without phone and internet from May 2 through June 17 from Frontier Communications. We were still being sent bills for service. Many hours and calls still has not resolved the simple solution. (No charge for the month and a half no service, and stop late fees on the current bills). Some credits have gone through, but not all, and none of the late fees have come off.
	Frontier North Inc. - Billing Inquiry	9/3/2019 9:15 PM	Resolution Comments: Service is working and credits were applied. Mrs said she does not know when the credits hit the account but she will call to find out. Gave dates and credit amounts.
<b>Subtotal</b>		2	

00538534	Frontier North Inc. - BLES – Out of Service	9/3/2019 9:35 PM	<p>Description: Aug 19 or 20 , Brother called my cell phone saying my home line was busy and could not get through , I checked line and phone was dead I put in line tester no power , Checked at customers access on side of house and no dial tone and no power , was reported frontier case # 9070428 would not fix until Sept 13. I received a text on my cell phone on Aug 23 confirming that they knew line i had no service and wanted some one at least 18 years old at the house so they could come inside . ( all they want is to charge me when all the problems have been theirs) This is an outage and not a new service . I pay my bills on time and i do not have any outstanding bills , I have been looking for a better job and my home phone is also point of contact . I may have lost Job offers due to their lack of competence in service . Phone line was torn done about a year ago and they just set a new pole and pulled up cable. The line sound was very poor and not clear as it should be . If i need emergency help my cell phone may not give proper location . I want compensated for the inconvenience of not being able to call out and for neglect of service on their part to provide proper service , Thank you for your time . This area has had many issues with this service .</p>
	Frontier North Inc. - BLES – Out of Service	9/3/2019 9:35 PM	<p>Per Frontier September 6, 2019 interim response:</p> <p>This is a bles account. No dial tone reported 8-13-19. The commitment date is 9-13-19 however we are working on restoring service as soon as we can. This is not an area outage.</p>



	Frontier North Inc. - BLES – Out of Service	9/3/2019 9:35 PM	<p>Resolution Comments: Response letter mailed to consumer September 23, 2019. Per letter to consumer:</p> <p>Frontier’s response was that on June 11, 2019, a broken pole was found when investigating the June 3, 2019 report of no dial tone. The order to install the new pole was forwarded to the company’s construction department. When investigating the outage reported on August 13, 2019, the company found that when the new pole was installed the contractor damaged the Frontier cable. Repairs to the cable were completed on September 13, 2019. The company states a credit of \$28.58 has been issued for the month long service outage.</p> <p>Per Ohio Administrative Code (OAC) 4901:1-6-12, local exchange carriers (LECs) such as Frontier must make a reasonable effort to repair Basic Local Exchange Service (BLES) service outages within 24 hours of the reported outage, excluding holidays and Sundays. If the outage lasts more than 72 hours, the LEC is to issue a credit to the customer equal to one month’s charges for the BLES service. Please be advised that a copy of your complaint, as well as Frontier’s response, will be kept on file with the PUCO.</p>
<b>Subtotal</b>	<b>3</b>		

00538969			<p>I wanted to advise you that Mr. [REDACTED] or [REDACTED], OH 45311 should be calling PUCO to file a complaint against Frontier. He has been without landline service with Frontier for several weeks and has a wife in nursing care. He can be reached on a cell phone at [REDACTED].</p> <p>Thank you,</p> <p>Joseph Henry Lead Constituent Advocate Phone: (888) 896-6446 (option 2) or 614-469-2083</p>
	Frontier North Inc. - Out of Service	9/4/2019 8:11 AM	Office of U.S. Senator Sherrod Brown 200 North High Street, Room 614, Columbus, OH 43215
	Frontier North Inc. - Out of Service	9/4/2019 8:11 AM	Sent email complaint to company via Outlook

Copied from case 55585

Do you have a good contact number ? the one provided of [REDACTED] is a fast busy. I still need the account number as well.

From: complaint.referrals  
Sent: Wednesday, September 04, 2019 3:56 PM  
To: Lee, Tami <Tami.Lee@FTR.com>  
Subject: WFM-50703630:Complaint from Sherrod Brown's office

Frontier North Inc. - Out of Service

9/4/2019 8:11 AM

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WARNING: External

Frontier North Inc. - Out of Service

9/4/2019 8:11 AM

I tried calling the cellular number, and it does ring fast busy.

Frontier North Inc. - Out of Service

9/4/2019 8:11 AM

Mailed Unable to Reach letter.

			<p>We have called Mr. [REDACTED] on 3 seperate occasions but have not been able to reach him and no way to leave a message. We also have not heard back from you on what the account number is.</p> <p>_____ WARNING: External email. Please verify sender before opening attachments or clicking on links. _____ Hello, The PUCO received a complaint from [REDACTED] @ [REDACTED] [REDACTED] Ohio 45311. His cell phone number is [REDACTED]. States he has been without landline service with Frontier for several weeks and has a wife in nursing care. Does Frontier have a record of customer placing a repair order, if so, what is the status? What is the number in question? Does he have Bles service? Lawrence Hampton Damage Prevention Specialist Administration and Operations Division Service Monitoring and Enforcement Department 614-728-3923 www.puco.ohio.gov</p>
	Frontier North Inc. - Out of Service	9/4/2019 8:11 AM	
	Frontier North Inc. - Out of Service	9/4/2019 8:11 AM	Resolution Comments: See notes
<b>Subtotal</b>		7	
00539032	Frontier North Inc. - Repair Service	9/4/2019 10:55 AM	Subject: Low hanging wires over driveway

	Frontier North Inc. - Repair Service	9/4/2019 10:55 AM	<p>Description: In May of this year a power pole caught fire due to a electrical short and as a result the telecommunication line was effected and had fallen.</p> <p>After many calls to Frontier and no results I went to the Delaware County Engineer office and was given a contact for Frontier, Mike Neville, 740-368-1103. I called and after 6 or so calls he finally contracted someone to raise the line, but to only 11 feet. I have a 1000 foot driveway in need of gravel and the trucks will deliver due to the low hanging line even Fedex will not deliver. The last time I conferred with Mike he said he had make a request through corporate for some kind of approval. Winter is coming and I need gravel for my drive. Please assist in any way possible. Maybe a phone call or letter from your office will help.</p> <p>Thanks in advance for any help,</p>
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	<p>Frontier North Inc. - Repair Service</p>	<p>9/4/2019 10:55 AM</p>	<p>FROM: [REDACTED] To: contactthepuco@puco.ohio.gov</p> <p>Good day, Thanks for opening an investigation into my situation. Attached, for your information, is the latest "unable to deliver notification" I received from Fedex from this past Saturday. I probably have a dozen more from previous weeks, months. Have a great week,</p> <p>[REDACTED]</p> <p>----- Forwarded Message ----- From: FedEx Delivery Manager &lt;TrackingUpdates@fedex.com&gt; To: [REDACTED] [REDACTED]</p> <p>Sent: Saturday, September 7, 2019, 10:28:32 AM EDT Subject: FedEx Shipment 112433724793: Delivery could not be completed</p> <p>We were unable to complete delivery of your package? See "Resolving Delivery Issues" for recommended actions? See "Preparing for Delivery" for helpful tips? Tracking # 112433724793?</p> <p>Ship date: Fri, 9/6/2019</p>
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			<p>I am following up with my situation of a low hanging telecommunication line/wire. A representative from Frontier North stopped to evaluate the situation about 2 -3 weeks ago from today and there has NOT been any progress made to resolve my problem. Again, I am unable to get my gravel deliveries for my 1000 foot driveway maintenance and package deliveries are not being made.</p> <p>Thanks in advance for your assistance,</p> <p>██████████</p> <p>Sent from Yahoo Mail on  Android&lt;https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fgo.onelink.me%2F107872968%3Fpid%3DInProduct%26c%3DGlobal_Internal_YGrowth_AndroidEmailSig__AndroidUsers%26af_wl%3Dym%26af_sub1%3DInternal%26af_sub2%3DGlobal_YGrowth%26af_sub3%3DEmailSignature&amp;data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5101ae6d606a4bcb9b1108d7403c9100%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C637048501202480264&amp;sdata=4tBDHNrV%2FbQoTfcZUh%2FPjxBTI%2FLgiWMhYzkd6SQtL0Y%3D&amp;reserved=0&gt;</p>
	Frontier North Inc. - Repair Service	9/4/2019 10:55 AM	On Sun, Sep 8, 2019 at 6:36, PUCO Consumer Call Center <noreply@puc.state.oh.us> wrote:
	Frontier North Inc. - Repair Service	9/4/2019 10:55 AM	Resolution Comments: vm customer that low-hanging lines raised 9/25. invite callback if still has issues with low-hanging lines. leave hotline number as cbr.
<b>Subtotal</b>		5	
00539108	Frontier North Inc. - Out of Service	9/4/2019 1:52 PM	Sent email to Co- Waiting on Co response

		Co response:  Customer's svc working as of 09-12-19 Customer will receive a credit of \$36.73
Frontier North Inc. - Out of Service	9/4/2019 1:52 PM	Co notes that it spoke w/customer on 09/13/19 and confirmed svc was working
Frontier North Inc. - Out of Service	9/4/2019 1:52 PM	Resolution Comments: left vm- Advised of Co response. "See case comments- Co response"
		cust stating everytime her phone goes out they take forever to get it repaired. she called 8/22 they said 8/31 they will be out to restore but never showed up. then said 9/1 and they didnt show either cust is now being told 9/24. cust is wanting this looked into because she doesnt have good cell serv in her area and needs a phone. cust wants to know if theres anything else they can do about phone serv as far as class action law suit? adv cust that would be up to her but puco is looking into this currently
Frontier North Inc. - Out of Service	9/4/2019 1:52 PM	adv cust of investigation process icb
		Co interim response:  Non bles account Customer's original repair date was rescheduled from 08/31 to 09/24/19. Customer does not have inside wire maintenance -but Co notes that access is not needed.
Frontier North Inc. - Out of Service	9/4/2019 1:52 PM	Co is working to expedite the repair
Frontier North Inc. - Out of Service	9/4/2019 1:52 PM	Sent email to Co- Waiting on Co response

	Frontier North Inc. - Out of Service	9/4/2019 1:52 PM	Waiting on Co response
	Frontier North Inc. - Out of Service	9/4/2019 1:52 PM	Called contact number to provide interim response on repair- No vm on contact number
	Frontier North Inc. - Out of Service	9/4/2019 1:52 PM	Left vm- Advised of Co response (below) Advised of my name and hotline number
<b>Subtotal</b>		9	
00539160			
	Frontier North Inc. - Call Company First	9/4/2019 3:54 PM	Frontier/Customer states she is handicap and she has to have Medic Alert, she is wanting to know what she needs to do to get on a priority list. I told her she would need to call the company and request the medical forms to be added to the priority list. I told her I could give her the HL # and gave it to her. She states the service is always going out and having issues and cell phones do not work where she lives. I asked if her service was currently out and she states no. I told her to call the phone # I gave her to request the medical forms. ICB and gave my name and she thanked me for the help.
	Frontier North Inc. - Call Company First	9/4/2019 3:54 PM	Resolution Comments: : Frontier/Customer states she is handicap and she has to have Medic Alert, she is wanting to know what she needs to do to get on a priority list. I told her she would need to call the company and request the medical forms to be added to the priority list. I told her I could give her the HL # and gave it to her. She states the service is always going out and having issues and cell phones do not work where she lives. I asked if her service was currently out and she states no. I told her to call the phone # I gave her to request the medical forms. ICB and gave my name and she thanked me for the help.
<b>Subtotal</b>		2	

00539176	Frontier North Inc. - Repair Service	9/4/2019 4:30 PM	Spoke to Donna at EA office and go right through. There was a ticket put in 9-11-19 for static, but she will put another one in. The tech said it was partial open, but he never indicated what they did. She will do it as an out of service due to it being a repeat for the same issue. Repair ticket number 00404378.
	Frontier North Inc. - Repair Service	9/4/2019 4:30 PM	Resolution Comments: Called the customer and advised that a ticket was created for tomorrow and they can call [REDACTED] direct if any issues at [REDACTED].
	Frontier North Inc. - Repair Service	9/4/2019 4:30 PM	-caller says her first name is spelled: Janis -not- Janice -caller has loud static noise on her telephone line -Note: Intake Rep heard the loud noise and humming - as well -caller says she's been trying to report issue/s to Frontier via #800/921-8101, which is the phone # printed on the bill - but nobody answers the call -referred caller to 877/462-8188 and/or EA hotline via 877/462-7320 to report all her concerns/issues about her telephone svc & customer svc -invited call back, if necessary
	Frontier North Inc. - Repair Service	9/4/2019 4:30 PM	Cust is calling back. States her ph has static on it.... I could hear the light static. Said they were originally to fix by 9/11. The first time, 9/4- they couldn't give her a repair date. Since 9/4, she's made four calls to the co about this. Additionally, caller says when calling the co., she can't get them to answer the phone. I asked if she receives voice prompts and she said no, nothing.
	Frontier North Inc. - Repair Service	9/4/2019 4:30 PM	Advd will send for invt. Corrected callers address
<b>Subtotal</b>	<b>4</b>		

00539189			Customer only provided the address, no contact information.
	Frontier North Inc. - Repair Service	9/4/2019 9:05 PM	Thanks LG
	Frontier North Inc. - Repair Service	9/4/2019 9:05 PM	Description: Pole in front of [REDACTED] has been broken for weeks. No utility claims ownership of the pole. Electric company did come out and moved service line.
Frontier North Inc. - Repair Service	9/4/2019 9:05 PM	Resolution Comments: Anonymous complaint. FE verified pole was removed Oct 3. No one to contact to report issue. ok to close per BB.	
<b>Subtotal</b>	<b>3</b>		
00539192	Frontier North Inc. - Out of Service	9/4/2019 9:18 PM	Resolution Comments: called to close, see comments
	Frontier North Inc. - Out of Service	9/4/2019 9:18 PM	<p>Description: We experience outages several times a year. The caller ID does not work sometimes. The phone has a cracking noise in it whenever it rains and at other times.</p> <p>When we call for service the wait times to speak to someone are too long and the scheduled wait times until service is usually 7-10 days.</p> <p>The last time we called they scheduled service out almost 2 weeks. They said they would call when repaired and did not. It just started working. Not sure if repaired then or just started working on its own.</p> <p>The phone is not working again and when we called to report it the recording said that there is an open repair ticket for it already.</p> <p>There is never a bill credit when we have outages.</p> <p>The reason we maintain land line service is for emergencies. We cannot rely on Frontier for this.</p>

Frontier North Inc. - Out of Service	9/4/2019 9:18 PM	Subject: Poor service on a regular basis and continued outages.
		Mr. [REDACTED] contacted Frontier on 9/24/19 in response to the letter that was sent to him on 9/17/19.  An additional report was made on 9/15/19 and completed 9/19/19 to a blown fuse and ringing cards that was replaced.  An additional out of service adjustment in the amount of 24.26 was applied to the account.
Frontier North Inc. - Out of Service	9/4/2019 9:18 PM	Mr. [REDACTED] confirmed his service is working.

	Frontier North Inc. - Out of Service	9/4/2019 9:18 PM	<p>A repair was completed on 9/11/19; repaired cable span.</p> <p>An out of service adjustment in the amount of \$31.99 has been applied to the account and will be reflected on the next statement.</p> <p>18 month repair history:</p> <p>A report was made on 9/6/19 and completed on 9/11/19 : repaired cable span(-7.79)</p> <p>A report was made on 7/13/19 and completed 7/19/19 : repaired damage and blown power supply due to lightning (-7.70)</p> <p>A report was made on 4/30/ and completed 5/10/19 : customer canceled ticket (-12.10)</p> <p>A report was made on 2/15/ and completed 2/18/19: repaired cable (-4.40)</p> <p>Prior to that, the last report was made in February 2018</p>
	Frontier North Inc. - Out of Service	9/4/2019 9:18 PM	<p>Customer called back. He wanted to speak to SB. I asked if he would like to have a VM if she was not available and he states he would not. SB not available and I explained this to the customer and he states he will call back later.</p>

	Frontier North Inc. - Out of Service	9/4/2019 9:18 PM	<p>left vm: A repair was completed on 9/11/19; repaired cable span.</p> <p>An out of service adjustment in the amount of \$31.99 has been applied to the account and will be reflected on the next statement.</p>
	Frontier North Inc. - Out of Service	9/4/2019 9:18 PM	<p>Caller stated the repairs have been made but on 9/15 thru 9/19 the the issue started happening again and the he feels until they start replacing equipment it will continue.</p> <p>Gave name/ICB</p>
	Frontier North Inc. - Out of Service	9/4/2019 9:18 PM	<p>called and spoke with wife. Stated he has been trying to contact me and does not like to leave vm. Stated she will let him know and will have him call me back</p>
	Frontier North Inc. - Out of Service	9/4/2019 9:18 PM	<p>Left vm: Mr. █████ contacted Frontier on 9/24/19 in response to the letter that was sent to him on 9/17/19.</p> <p>An additional report was made on 9/15/19 and completed 9/19/19 to a blown fuse and ringing cards that was replaced.</p> <p>An additional out of service adjustment in the amount of 24.26 was applied to the account.</p>
<b>Subtotal</b>		10	
00539194	Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Called customer/left vm- Advised caller calling to see if issue fixed as no response from Co.



			<p>Description: We have landline telephone service through Frontier Communications. We have had numerous service interruptions. I have called to inform them of the interruptions in service. Each time, they complete a trouble ticket. However, the service issue is not completely corrected. We have service that comes and goes. It is not out all of the time. However, it has been out for at least one hour each time I have called to report the issue. I have called Frontier Communications about the issue on August 26, August 30, and again today. Supposedly the technician was to our house to service the issue yesterday. However, first thing this morning, we once again had no dial tone. Even when we have a dial tone, there is so much static on the line that it is difficult to hear. In addition to calling about these service issues, I have also filed a complaint through Frontier's complaint process. I have completed their complaint form twice. I have not received any explanation as to why my phone service is not being corrected. I am paying for a working phone (and also internet) and am receiving neither. In fact, while I tried to send this form, we lost phone and internet yet again. I will try to send a second time.</p>
Frontier North Inc. - Out of Service	9/4/2019 11:13 PM		
Frontier North Inc. - Out of Service	9/4/2019 11:13 PM		Called customer/advise of Co response (below) Advised of my name and hotline number.
Frontier North Inc. - Out of Service	9/4/2019 11:13 PM		- Advised if issues on repair to call back Resolution Comments: left vm of Co response. "See case comments- Co response"
Frontier North Inc. - Out of Service	9/4/2019 11:13 PM		Sent initial- Waiting on Co response

Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Co response: Co notes a repair date of 09/16 per customer request Co notes will advise when repaired
Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Called customer-- per customer phone came on and went back out - Advised would send flup to Co
Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Subject: Land line telephone service problems
Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	-Marie Archambault is returning someone's call in this office -when asked, caller says she wasn't provided a case # -with permission, call was routed to SJ's vm
Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Called customer/left vm. Advised calling to see if svc is working.  Waiting on confirmation that customer's issue has been resolved before close. (Sent email to Co 4 as well)
Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Co response: Non bles Customer repair is scheduled for 09/09/19.
Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Called customer- per customer the company came yesterday to fix the issue even though her appointment was for the 16th. Customer states she checked on line and it states that the ticket was closed- but she has no dial tone. Advised would send flup to Co- waiting on Co response
Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Sent email to Co- Waiting on Co response

	Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	cust stating on 9/12 she was told they closed the ticket because it was resolved. cust stating its not her serv still is off cust is wanting this looked into
	Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Customer's account is Non Bles and Service was repaired on 09-17-19.  (Co notes the repair ticket was scheduled for 09-16 but Co had an available tech and he dispatched early on 09-12)
	Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Customer will receive an out of service credit of \$55.23 from 08/26-09/17
	Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Resolution Comments: Closed case per intake notes (J.A) "See case comments- 09/24)
	Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	left vm of Co response. "See case comments- Co response"
	Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Sent flup to Co- Waiting on Co response
	Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Caller states it's ok to close the case and the problem is taken care of. Gave name/ICB
	Frontier North Inc. - Out of Service	9/4/2019 11:13 PM	Resolution Comments: Closed case per intake notes (J.A) "See case comments- 09/24)
<b>Subtotal</b>		19	

00539564	Frontier North Inc. - Out of Service	9/5/2019 10:31 AM	<p>I received the below constituent issue from the 14th Senate District. Would someone be able to reach out to Frontier to see if Mr. [REDACTED] has had his landline service restored, or if his service falls under PUCO jurisdiction. I suspect because of his previous internet issue he may not.</p> <p>Any assistance you can provide is greatly appreciated.</p> <p>All the best,</p> <p>Jimmy Wolf Legislative Liaison Public Utilities Commission of Ohio</p>
	Frontier North Inc. - Out of Service	9/5/2019 10:31 AM	Sent complaint to Frontier as Urgent via Outlook
	Frontier North Inc. - Out of Service	9/5/2019 10:31 AM	Customer confirmed service working as of 9-5-19. \$21.27 credit applied.
	Frontier North Inc. - Out of Service	9/5/2019 10:31 AM	Resolution Comments: See notes
<b>Subtotal</b>		4	
00539572	Frontier North Inc. - Non-Jurisdictional Matter	9/5/2019 10:41 AM	<p>Frontier- internet has been out for 4-5 days. Stated she contacted them and informed her it would be repaired within 48 hours. Stated she called today and informed her to wait 2 hours and call back. She called back and it was a mess. They continue to inform her she has to wait for the service to be repaired. Was informed a repair tech would call them and they have not. Advised cust we have NJD over internet service. Provided EA number to try to better assist</p>
	Frontier North Inc. - Non-Jurisdictional Matter	9/5/2019 10:41 AM	Resolution Comments: NJD
<b>Subtotal</b>		2	

00539579	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/5/2019 10:54 AM	* review interim company response *
	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/5/2019 10:54 AM	Resolution Comments: LM for cust - close case
	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/5/2019 10:54 AM	<p>* review company response *</p> <p>I called the cust and left a message - adv of the company response - invited call back if he had any further questions.</p> <p>* Service restored 9-6-19. Frontier rep spoke with you on 9-6 to confirm service restored. Frontier rep issued an adjustment for time out of service from 8-13-19 thru 9-6-19. Total credit applied is \$100.54, this adjustment also includes a late fee that was billed on the August bill statement. The adjustment will appear on the September bill statement. *</p>

	<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/5/2019 10:54 AM</p>	<p>FRONTIER</p> <p>Landline/Internet</p> <p>Missed repair appointment.</p> <p>8/13 - Services out, no dial tone.</p> <p>Customer contacted Frontier on the following dates to request repair service:</p> <p>8/13, 8/15, 8/27, 8/30, 9/3</p> <p>Repairs was initially scheduled for 9/3, but was rescheduled for 9/25 by Frontier.</p> <p>The customer expressed his frustration, as he feels abandoned by Frontier.</p> <p>The customer's parents watch his children during the day at the home, and there is no way to call and check on them throughout the day, as his parents don't have cellular phones.</p> <p>I advised the customer to reachout to the EA for any potential updates and explanation as to why repairs were pushed back to 9/25.</p>
	<p>Frontier North Inc. - Repair - Missed Commitment/Appointment</p>	<p>9/5/2019 10:54 AM</p>	<p>Resolution Comments: EA + ICB</p>

	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/5/2019 10:54 AM	Frontier- Spoke with [REDACTED] earlier to reach the EA in frontier. Stated he spoke with 2 ladies and needed to speak with Sarah, who was dealing with his case. Stated she would contact local dispatch to see if anyone can come out ealier. Phone and internet have been out since Aug 13. She explained to him of certain freezes in the area and if there is not a medical emergency it is first come first service. Stated they were unable to have anyone to the home early and were unable to assist him. Stated there is a child in the home and no cell phone service so if there is an emergency there is no way to call for help.
	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/5/2019 10:54 AM	Advised cust we can open an invest as to why the service has been out for so long and if the repair can be expatiated.
	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/5/2019 10:54 AM	* sent urgent email *
<b>Subtotal</b>		7	
00539621	Frontier North Inc. - Non-Jurisdictional Matter	9/5/2019 12:29 PM	Resolution Comments: Advised caller internet service is NJM for the PUCO, gave hotline # to Frontier, provided my name and ICB if she has issues with the phone service, etc.
	Frontier North Inc. - Non-Jurisdictional Matter	9/5/2019 12:29 PM	<p>Caller states she has been calling Frontier since August 28, 2019 to report that her internet service is not working. She states it is a medical emergency that she have an internet connection.</p> <p>*****</p> <p>Advised caller internet service is NJM for the PUCO, gave hotline # to Frontier, provided my name and ICB if she has issues with the phone service, etc.</p>

<b>Subtotal</b>		2	
00539631			
	Frontier North Inc. - Repair Service	9/5/2019 12:40 PM	Caller said since the tornado came through the telephone line has been laying along the fence pulled away from the home. The service is operable but the line is a danger.
	Frontier North Inc. - Repair Service	9/5/2019 12:40 PM	Resolution Comments: Spoke to the customer and he said it was fixed and he is not a Frontier customer.
<b>Subtotal</b>		2	



00539689			<p>Description: From: Complaints@Frontier</p> <p>Sent: Wednesday, September 04, 2019 3:56 PM</p> <p>To: Lee, Tami &lt;Tami.Lee@FTR.com&gt;</p> <p>Subject: WFM-50703630:Complaint from Sherrod Brown's office</p> <p>-----</p> <p>WARNING: External email. Please verify sender before opening attachments or clicking on links.</p> <p>Hello,</p> <p>The PUCO received a complaint from [REDACTED] @ [REDACTED] [REDACTED] Ohio 45311. His cell phone number is [REDACTED]. States he has been without landline service with Frontier for several weeks and has a wife in nursing care. Does Frontier have a record of customer placing a repair order, if so, what is the status? What is the number in question? Does he have Bles service? Lawrence Hampton Damage Prevention Specialist Administration and Operations Division Service Monitoring and Enforcement Department 614-728-3923</p> <p><a href="http://www.puco.ohio.gov">www.puco.ohio.gov</a>&lt;<a href="http://www.puco.ohio.gov">http://www.puco.ohio.gov</a>&gt;</p>
	Frontier North Inc. - Out of Service	9/5/2019 3:06 PM	
	Frontier North Inc. - Out of Service	9/5/2019 3:06 PM	Resolution Comments: closed as dup to case 00538969

	Frontier North Inc. - Out of Service	9/5/2019 3:06 PM	<p>Description: Do you have a good contact number - the one provided of [REDACTED] is a fast busy. I still need the account number as well.</p> <p>From: complaint.referrals Sent: Wednesday, September 04, 2019 3:56 PM To: Lee, Tami &lt;Tami.Lee@FTR.com&gt; Subject: WFM-50703630:Complaint from Sherrod Brown's office</p> <p>-----</p> <p>_____ WARNING: External email. Please verify sender before opening attachments or clicking on links. _____ Hello, The PUCO received a complaint from [REDACTED] @ [REDACTED] [REDACTED] Ohio 45311. His cell phone number is [REDACTED]. States he has been without landline service with Frontier for several weeks and has a wife in nursing care.</p> <p>Does Frontier have a record of customer placing a repair order, if so, what is the status? What is the number in question? Does</p>
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	Frontier North Inc. - Out of Service	9/5/2019 3:06 PM	<p>Description: Do you have a good contact number - the one provided of [REDACTED] is a fast busy. I still need the account number as well.</p> <p>From: complaint.referrals Sent: Wednesday, September 04, 2019 3:56 PM To: Lee, Tami &lt;Tami.Lee@FTR.com&gt; Subject: WFM-50703630:Complaint from Sherrod Brown's office</p> <p>-----</p> <p>_____ WARNING: External email. Please verify sender before opening attachments or clicking on links. _____ Hello, The PUCO received a complaint from [REDACTED] @ [REDACTED] [REDACTED] Ohio 45311. His cell phone number is [REDACTED] States he has been without landline service with Frontier for several weeks and has a wife in nursing care.</p> <p>Does Frontier have a record of customer placing a repair order, if so, what is the status? What is the number in question? Does</p>
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			<p>Description: Do you have a good contact number - the one provided of [REDACTED] is a fast busy. I still need the account number as well.</p> <p>From: complaint.referrals  Sent: Wednesday, September 04, 2019 3:56 PM  To: Lee, Tami &lt;Tami.Lee@FTR.com&gt;  Subject: WFM-50703630:Complaint from Sherrod Brown's office</p> <p>-----</p> <p>_____ WARNING: External email. Please verify sender before opening attachments or clicking on links. _____ Hello, The PUCO received a complaint from [REDACTED] @ [REDACTED] [REDACTED] 45311. His cell phone number is [REDACTED]. States he has been without landline service with Frontier for several weeks and has a wife in nursing care.</p>
	Frontier North Inc. - Out of Service	9/5/2019 3:06 PM	Does Frontier have a record of customer placing a repair order, if so, what is the status? What is the number in question? Does
<b>Subtotal</b>		5	
00539710	Frontier North Inc. - Billing Inquiry	9/5/2019 3:42 PM	Resolution Comments: ICB

	Frontier North Inc. - Billing Inquiry	9/5/2019 3:42 PM	Customer calling because she was trying to cust cost on her bill and found out that she was paying 9.99 a month for Frontier secure personal device protection charge. Customer doesn't have an equipment through Frontier. The rep told her that she was being charged this each month. The rep gave a credit for the service for 3 months and told her to call back after Aug 2nd. Customer has been calling to receive additional credit for the protection charge. Customer has not received a call back. Gave EA#. ICB.
<b>Subtotal</b>		2	
00539728	Frontier North Inc. - Billing Inquiry	9/5/2019 4:29 PM	cust stating she was without serv since may 2019. her serv just got turned on serv last week. cust wa stold she wouldnt have to pay because she didnt have serv but shes getting a bill for \$211 and wants to know why cust called frontier they said it would be ok she doesnt have to pay cust is just wanting to confirm referred to ea icb
	Frontier North Inc. - Billing Inquiry	9/5/2019 4:29 PM	Caller called to get EA# again. GV #/NAME/icb
	Frontier North Inc. - Billing Inquiry	9/5/2019 4:29 PM	Resolution Comments: referred to ea
<b>Subtotal</b>		3	
00539776	Frontier North Inc. - Repair Service	9/6/2019 1:27 AM	Resolution Comments: Called to close, verified services working, and advised of credit. ICB

	<p>Frontier North Inc. - Repair Service</p>	<p>9/6/2019 1:27 AM</p>	<p>CO resp.  This is not a bles account toll package with features. Mr. [REDACTED] reported no dial tone on 8-27-19. This is not an outage. On 9-9-19 a technician fixed a blown fuse. We spoke to Mr. [REDACTED] on 9-9-19 and confirmed working service. Out of service credit applied of \$18.17.</p> <p>18 Month History:</p> <p>7-29-19 no dial tone. 8-19-19 no trouble found( Credit of \$ 36.35 applied on 8-27-19)</p> <p>12-30-18 no dial tone 1-5-19 trouble cleared ( credit applied on 1-25-19 \$94.91)</p> <p>11-07-18 no dial tone 11-9-18 repaired breaker</p> <p>8-24-18 no dial tone 8-29-18 fiber damage</p>
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	Frontier North Inc. - Repair Service	9/6/2019 1:27 AM	Description: Keep calling they send someone out they say my dad's lines r fine it's their end then phone is out again call they will send someone out in 2'weeks wth again it's not our lines and still he is without phone service that's bs he lives in the country and if something happens no 1 is there phones don't work and neighbors r Mile away I m always calling for my farther this shot happens last yr around the same month and they want me to call.for him to get credit on his bill why should we have to keep calling we.r soo sick.of them please.help us out my dad is 76 my mom his wife passed away last yr in Oct and there phones were messed up then so I try to call my dad to make sure he is ok but noooo phones are down again was working for 2 days now out again and they keep.coming out and everything on our end is fine well how come after.a yr they haven't fixed it
<b>Subtotal</b>		3	
00539994	Frontier North Inc. - Cancellation Issues	9/6/2019 9:46 AM	Customer calling because she terminated the service on 9/5 but when you call the number [REDACTED], it is still ringing. I called the line myself to verify and it is still ringing. Gave EA#. ICB.
	Frontier North Inc. - Cancellation Issues	9/6/2019 9:46 AM	Resolution Comments: ICB
<b>Subtotal</b>		2	

00540007	Frontier North Inc. - BLES – Out of Service	9/6/2019 10:17 AM	<p>cust stating her phone serv went out 9/2</p> <p>cust stating there hasnt been any storms or anything so she not sure why its out</p> <p>cust daughter called frontier they adv 9/13 is when they will be able to restore</p> <p>cust is elderly and live alone</p> <p>doesnt get cell serv where she lives</p> <p>she is wanting them to expedite this but now she cant get anyone to answer at frontier</p> <p>cust is wanting this looked into</p> <p>adv cust of investigation process</p> <p>icb</p>
	Frontier North Inc. - BLES – Out of Service	9/6/2019 10:17 AM	No return call from customer received. Case closed pending customer response.
	Frontier North Inc. - BLES – Out of Service	9/6/2019 10:17 AM	Resolution Comments: Repairs completed
	Frontier North Inc. - BLES – Out of Service	9/6/2019 10:17 AM	<p>I called and stated that Frontier advising that the service was repaired on September 13 and a credit of \$20.73 was applied to the account.</p> <p>She states that they phone service is still not working properly. She states that it worked for two days and then it had issues again. She held the phone up to the cell phone and I could hear the static. She states that the repair technician ordered a part, but he said that it could take a long time and they are unsure when the part will be here.</p> <p>I advised that I will reach out to the company to see if they have an estimated repair date and if that repair date can be expedited.</p>



	Frontier North Inc. - BLES – Out of Service	9/6/2019 10:17 AM	I left voicemail advising that Frontier is stating that no trouble was found on September 20, but when I spoke with her the same day I heard the static on the home phone line. I requested the customer call back to advise if the service was working again.
<b>Subtotal</b>	5		
00540018	Frontier North Inc. - Repair Service	9/6/2019 10:53 AM	spoke with cust: Frontier did not find record of this issue being reported. We established a ticket based on this complaint information and did find two poles down on Nicholas road and North of Granger Road on 9-11-19. Frontier replaced poles on 9-17-19. He stated this issue has been fixed
	Frontier North Inc. - Repair Service	9/6/2019 10:53 AM	Mr. [REDACTED] works for the TWP and states he was elected two years ago and the problem was an issue then. He states a pole had fallen on Nichols Rd north of Granger rd, and the wires have been on the ground ever since. They have contacted frontier multiple times about the issue and it has never been resolved. advised would open investigation, provided case number and advised of time frame.
	Frontier North Inc. - Repair Service	9/6/2019 10:53 AM	Resolution Comments: called to close, see comments
	Frontier North Inc. - Repair Service	9/6/2019 10:53 AM	[REDACTED] is not a Frontier account. Frontier did not find record of this issue being reported. We established a ticket based on this complaint information and did find two poles down on Nicholas road and North of Granger Road on 9-11-19. Frontier replaced poles on 9-17-19.
<b>Subtotal</b>	4		

00540020	Frontier North Inc. - Repair Service	9/6/2019 10:54 AM	Mr. [REDACTED] works for the TWP, he states they have asked frontier on multiple occasions to fix the pedestal in front of city hall for years and the company has not resolved. Advised would open investigation and provided case number and time frame.
	Frontier North Inc. - Repair Service	9/6/2019 10:54 AM	went to the location on 9-13-19. We found that the pedestal was leaning. Frontier corrected this.
	Frontier North Inc. - Repair Service	9/6/2019 10:54 AM	Spoke with cust: went to the location on 9-13-19. We found that the pedestal was leaning. Frontier corrected this. stated this was taken care of
	Frontier North Inc. - Repair Service	9/6/2019 10:54 AM	Resolution Comments: called to close, see comments
<b>Subtotal</b>		4	
00540061	Frontier North Inc. - Out of Service	9/6/2019 12:35 PM	Co Response: This is not a bles account + internet service. Ticket was placed 9-4-19 for Internet service issues and on 9-5-19 the ticket was updated to no dial tone as well. The commitment date is 9-23-19 however we are working on restoring service as soon as we can. This is not an area outage.
	Frontier North Inc. - Out of Service	9/6/2019 12:35 PM	Description: On 9/4 we lost our internet and scheduled an appointment through Frontier, the first they offered was on 9/24. on 9/5 we lost our phone, and they would not escalate the ticket to a sooner date. We were told a rep would call us between eleven and noon today to try and work something out, but they did not call. We live in an area with no cellular service, and as it currently stands we will be without any telecommunications services for at least three weeks.
	Frontier North Inc. - Out of Service	9/6/2019 12:35 PM	Resolution Comments: LVM to close, advise co stated services restored 9/13 and out of service credit 22.95. ICB

	Frontier North Inc. - Out of Service	9/6/2019 12:35 PM	co response: On 9-14-19 tech went to the location and found that the service was restored on 9-13-19 by a central office repair. We spoke to Mr. [REDACTED] ( the son) today and confirmed working service. We provided an out of service credit of \$22.95.
<b>Subtotal</b>		4	
00540071	Frontier North Inc. - Non-Jurisdictional Matter	9/6/2019 12:54 PM	Caller calling about Frontier internet Advised Nonj- Advised of fcc
	Frontier North Inc. - Non-Jurisdictional Matter	9/6/2019 12:54 PM	Resolution Comments: Advised of fcc
<b>Subtotal</b>		2	
00540074	Frontier North Inc. - Repair Service	9/6/2019 12:58 PM	-caller is in the process of constructing a new diag on his property, and he need the telephone pole/line moved/relocated, permanently -when asked, caller says he's calling the PUCO b/c he don't know which Telco to contact to address the issue -when asked, caller does not have home landline svc >> only has Internet svc thru Frontier -per PUCO's utility map >> Find utility by address >> Telephone Provider: Frontier North   Exchange: Berlin -caller was advised and referred to Frontier (LEC) for furtherance, but caller says he has tried contacting Frontier, but he's not able to get anybody on the phone due to long wait/hold times, etc... -referred to EA hotline for furtherance >> contact info provided -invited call back, if necessary
<b>Subtotal</b>		1	

00540095	Frontier North Inc. - Repair Service	9/6/2019 1:51 PM	<p>Description: Over a year ago, a tree on my property fell on the phone line as it crossed a creek and brought it to the ground. It was not broken and my phone service was not interrupted. I reported it to Frontier who said they would fix it in a few weeks. Nothing was ever done. In June of this year, a storm toppled the telephone pole in my yard toward the creek. Heavy rains and a raging current carried two trees that had fallen from the other side of the creek, and my phone line, under the bridge on SR 603 to the other side, leaving me with no phone service. I reported this to Frontier on June 17. A technician came out on June 27. He called his engineer who also came out. The tech set up a temporary wire from across the creek, ran it along the guard rail of the bridge and across the grass to a box beside my driveway. Twice since then, something has happened to the temporary wire and phone service was out. Frontier repaired the wire both times, most recently September 5.</p> <p>If there is anything you can do to expedite a permanent solution to this problem, I would greatly appreciate it. Thank you.</p>
	Frontier North Inc. - Repair Service	9/6/2019 1:51 PM	<p>CO response: Frontier set one pole yesterday, then property owner kicked us off the property.</p> <p>Mr. [REDACTED] not want the 2nd pole set at this time, as doing so would damage crops. Frontier is planning to return once he has harvested.</p>
	Frontier North Inc. - Repair Service	9/6/2019 1:51 PM	<p>Spoke with customer the week of 9/23, she confirmed the information from the co, but advised they are not the property owners in question, the field owners where the poles need set are the ones who requested FN not complete the work yet.</p>

	Frontier North Inc. - Repair Service	9/6/2019 1:51 PM	Called customer and asked if she had called co back yet to reset pole, she said no, but someone was out the other day checking out the wires and spray painting the ground. advised I would reach back out to co and update when i had more info. Caller thanked.
<b>Subtotal</b>		4	
00540139	Frontier North Inc. - Out of Service	9/6/2019 3:51 PM	Resolution Comments: He will call back in 2 weeks from a different phone to see if it is the phone itself. He is aware that Frontier put i a ticket, because there was not one put in.
	Frontier North Inc. - Out of Service	9/6/2019 3:51 PM	cust stating phone hasnt worked since 6/11/19 he 1st called in to report it not working on 7/2 and got a work order 9023308 he found the phone still wasnt working and called on 8/26 got a new order #9071557 to come out 9/5 and they never did. cust stating he uses it for emergency purposes and it never works cust doesnt get good cell serv where he lives and he relays on the landline adv cust of urgent investigaton process icb

Frontier North Inc. - Out of Service	9/6/2019 3:51 PM	<p>Called the customer. He said he is 175 miles away from the farm. When he calls it, it rings. The phone is an old rotary phone and he says it does not dial right. He will be going back to the farm in a couple of weeks and he will call back.</p> <p>Advised to take a phone with him and see if it works, because it may be the phone. He said that someone told him it was an outside issue. He does not call the company because of the automated system and people hang up on him.</p>
Frontier North Inc. - Out of Service	9/6/2019 3:51 PM	<p>Customer is calling requesting to speak with K.M. regarding the case and credit received.</p> <p>Customer has questions why he was still charged taxes after the company issued an account credit.</p> <p>Customer expressed, " when I return something to the store, they don't keep taxes ", customer questions why the company did not adjust taxes for the months he was credited.</p> <p>Customer expressed everytime it rains, phone stops working, wants to know when Frontier will fix the actual issue.</p> <p>I informed K.M. was currently unavailable, transferred to the voicemail.</p>
Frontier North Inc. - Out of Service	9/6/2019 3:51 PM	<p>Resolution Comments: Spoke to the customer and advised that the company states credits were accurate and did not go into detail an that his service is non jurisdictional, so I cannot make them do anything. He can try calling the AG's office.</p>

<b>Subtotal</b>		5	
00540180	Frontier North Inc. - Repair Service	9/6/2019 4:48 PM	* sent initial email *
			The customer said it has been 3 weeks and her cable for phone is not buried yet. The line runs through the back yard, the side yard, wrapped around the post to their fence and looped and over all over the place. They keep telling them they will be there and they never came. It is a hazard for the neighborhood.
	Frontier North Inc. - Repair Service	9/6/2019 4:48 PM	Advise I would have company contacted.
	Frontier North Inc. - Repair Service	9/6/2019 4:48 PM	* review interim company response *
	Frontier North Inc. - Repair Service	9/6/2019 4:48 PM	I returned the cust's call - left message that I contacted Frontier this morning for an update - adv of interim company response.
	Frontier North Inc. - Repair Service	9/6/2019 4:48 PM	cust calling back stating the cable has not yet been buried cust stating she was told 9/16 and I looked over the company response and I show the 17th. adv cust I can get this noted and transferred to S.T. vm
	Frontier North Inc. - Repair Service	9/6/2019 4:48 PM	* read notes by CF - sent follow up email *
	Frontier North Inc. - Repair Service	9/6/2019 4:48 PM	* review company response *
	Frontier North Inc. - Repair Service	9/6/2019 4:48 PM	* sent follow up email *
	Frontier North Inc. - Repair Service	9/6/2019 4:48 PM	Resolution Comments: LM for cust - close case

	Frontier North Inc. - Repair Service	9/6/2019 4:48 PM	I called the cust and left a message - adv of the company response - invited call back if she had any further questions. * A buried drop request was submitted and was completed September 17, 2019. *
<b>Subtotal</b>		10	
00540194	Frontier North Inc. - Out of Service	9/7/2019 10:56 AM	Subject: Frontier Communications Delayed Service
	Frontier North Inc. - Out of Service	9/7/2019 10:56 AM	Description: I've had problems with my phone, and in the first instance (August 16-21, 2019, I waited six days to have my service restored. My phone went out again on Sept 5th. I was told a service tech would fix it the following day, but no-show without any notifications. I did an online chat with the company and found out that a service tech is scheduled to arrive Sept. 16th. This seems to be a very long wait. I do not have any alternative phone service at my residence (i.e. cell). Residents of [REDACTED], Ohio seem to have the same long wait times for service/internet. Possible to nudge this company?
	Frontier North Inc. - Out of Service	9/7/2019 10:56 AM	Resolution Comments: Left vm, advd co rsp, invtd cb.



			<p>Left vm, advd the following:  Not bles account  No dial tone rpt'D 8-16-19. 9-4-19 no trouble was found.</p> <p>Tech said that she said the service has been working for a week at that point ( credit of \$8.63 was applied on 8-21-19)</p> <p>No dial tone reported 9-5-19.  -Co. determined that there was cable damage  -9-11-19 a tech repaired a damaged cable.  -Out of serv credit given \$11.17  -Co. said they left a vm on her answering machine, 9-13-19</p> <p>Advd cls case but should she have any questions or concerns, cb, RTHL#</p> <p>Advd should she have any other serv related issues in the future, to not hesitate to cb.</p>
<b>Subtotal</b>		4	
00540195	Frontier North Inc. - Do Not Call List	9/7/2019 3:08 PM	Resolution Comments: send email.
	Frontier North Inc. - Out of Service	9/7/2019 10:56 AM	

	Frontier North Inc. - Do Not Call List	9/7/2019 3:08 PM	<p>Description: My husband and I are customers of Frontier Communications in the [REDACTED], OH area. Through Frontier, we have a land line. As with anyone with a phone (cell or land line) in recent years, robo calls are a constant annoyance in our home. In the past, I entered our land line number on the no call list. That was of practically no use. On 9/5 after receiving at least 10 robo calls from approximately 1430 to 1800, I was annoyed enough to call Frontier to request information on blocking these calls. After waiting over 20 minutes to speak with a representative, I discovered there were only two options available. The only free alternative was for Frontier to block the 800, 900 and 986 numbers and I requested that to be activated. The second option was available for \$6.50 a month. It would allow us to block calls only after we received it and then enter *61 to prevent further contacts from that particular number. Is this seriously the best Frontier can offer for the robo call plague? We have AT&amp;T as our cell phone provider. When a spam or telemarketer call is incoming, it's flagged as such along with the number. This is offered as a feature included in our cell phone package. So frankly, I expect Frontier to advocate for their customers by helping to stop the scourge of never ending robo calls with a better no cost option. And in the three days since I contacted Frontier, the number of robo calls have not decreased.</p>
<b>Subtotal</b>		2	
00540199	Frontier North Inc. - Missed Installation Appointment	9/7/2019 11:44 PM	Customer is returning a call from MC, which is currently unavailable. Transferred to the voicemail per customer request.

Frontier North Inc. - Missed Installation Appointment	9/7/2019 11:44 PM	Description: They have given us 2 dates of install of which were confirmed. They never showed up at either one. After the first missed appt on 8/16 I called and they told me it had been changed to Sept 6. No one contacted us to let us know. My husband was there all day on both days and no one even showed up. I called and spoke to someone on 9/6 and he said it's not serviceable. The people across the street has it. I told him I wanted to speak to a supervisor and he said "he's just gonna tell you the same thing" I told him I still wanted to speak with them! He said he would have one call me with in the hour. I have not heard from anyone!
Frontier North Inc. - Missed Installation Appointment	9/7/2019 11:44 PM	Received a voice mail from the customer. She says that it is her phone and internet service which were the subjects of her complaints. She asked for a return call.
Frontier North Inc. - Missed Installation Appointment	9/7/2019 11:44 PM	Called the customer back. She says that the main problem is the phone at their cabin on W. Buckingham. Explained time frame and invited a call back.
Frontier North Inc. - Missed Installation Appointment	9/7/2019 11:44 PM	Resolution Comments: Called the customer at the alternate number. She confirmed that her phone was installed on 9/25/19. Advised that the company reported that internet was unavailable, but the PUCO did not have jurisdiction over internet anyway. Explained that the company had agreed to credit her \$25 for her inconvenience. She stated that someone at the company had told her that the company would credit her entire first bill. She just received it and would be pursuing a credit for the entire bill. Invited a call back.
Frontier North Inc. - Missed Installation Appointment	9/7/2019 11:44 PM	Called the customer to discuss her complaint. Reached voice mail. Left message asking for a return call. Left hotline number and case ID.

<p>Frontier North Inc. - Missed Installation Appointment</p>	<p>9/7/2019 11:44 PM</p>	<p>Called the customer at [REDACTED] to go over the company response and close. No answer, no voice mail.</p> <p>Called the customer at the alternate number. She confirmed that her phone was installed on 9/25/19. Advised that the company reported that internet was unavailable, but the the PUCO did not have jurisdiction over internet anyway. Explained that the company had agreed to cred her \$25 for her inconvenience. She stated that someone at the company had told her that the company would credit her entire first bill. She just received it and would be pursuing a credit for the entire bill. Invited a call back.</p>
<p>Frontier North Inc. - Missed Installation Appointment</p>	<p>9/7/2019 11:44 PM</p>	<p>M.s [REDACTED] called to speak with Mike. Xfrd to vm.</p>
<p>Frontier North Inc. - Missed Installation Appointment</p>	<p>9/7/2019 11:44 PM</p>	<p>Called the customer back. She says that she has been given dates of 9/27 and 9/30. She says that it needs to be a Friday or Saturday install. Today she got a notice that the install was today from 1-5, then Brett scheduled it from 8-12 for 9/27/19. Advised what response I had received and also that I would be back in touch once I had received a response.</p>
<p>Frontier North Inc. - Missed Installation Appointment</p>	<p>9/7/2019 11:44 PM</p>	<p>Received a voice message from the customer who said that they were still having problems and who asked for a return call at [REDACTED].</p>
<p>Frontier North Inc. - Missed Installation Appointment</p>	<p>9/7/2019 11:44 PM</p>	<p>Called the customer at [REDACTED] to go over the company response and close. No answer, no voice mail.</p> <p>Called the customer at [REDACTED] to go over the company response and close. Reached voice mail. Left message asking for a return call. Left hotline number and case ID.</p>

<b>Subtotal</b>	<b>11</b>	
00540337		<p>██████████ is the daughter of the acct holder, ██████████, who is elderly and has been without home phone svc since Aug 29</p> <p>-caller says on Aug 29 AEP was out replacing a utility pole and in the process, cut the telephone line</p> <p>-caller says the tech claims he would notify Frontier and she also contacted Frontier - who promised repairs nlt Aug 30, but as of date - the phone is still dead</p> <p>-caller says her Dad has been without home phone svc since Aug 29</p> <p>-caller was advised that the PUCO will have to contact Frontier in order to resolve</p> <p>-case # and timeline provided for future reference</p>
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	-Note: caller says she can be reached via work ██████████, between 7:30am to 4:30pm - lunch from 12pm to 1pm
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Called customer to give Co interim response and to advise sent flup email on adjustment issue- Customer's phone rings- no vm Waiting on Co response
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Co response:  Co notes that on 09/10 - they placed a temporary drop. Co is still working on buried line issue and will provide an estimated time frame when they can. Customer must call Global Crossing on long distance
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Sent flup for update- Waiting on Co response
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Sent Urgent- Waiting on Co response

Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Called customer on wk cbr-Advised of Co interim response and advised sent flup to Co on adjustment issue. Advised will reach out to her once I receive an update from Co.
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Called customer to advise sent flup to Co based on her email- Sister states better to call her on wk number at [REDACTED].
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Called customer on wk number- Advised sent flup to Co on issues. Advised long distance- Fcc (Caller states phone line is working
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Advised waiting on response from Co about burying the line- Will flup.
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Resolution Comments: Called and advised of Co response on buried line issue " see case comments- co response-buried line"
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Called customer- sister advised to call her on wk number [REDACTED]
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Co flup response:  Customer has a Bles account and will receive an adjustment of \$35.46. Co notes that it contacted the customer on 09-19 and confirmed svc working  Co will provide update with an estimated time frame on the buried line issue as soon as they can-
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM	Waiting on update from Co on buried line issue.

			Called customer/ advised of Co interim response on adjustment/ buried line issues.
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM		Advised caller would send flup to Co as to when adjustment will be sent. Sent flup to Co.. Waiting on Co response,
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM		Co response-buried line: Line was buried on 10/05/19
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM		Called/advised that adjustment will appear on next bill cycle (oct)- (Phone/urgent issue resolved). Advised waiting on update for buried line issue
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM		Co flup- Customer will receive adjustment on Oct 1 (next bill cycle). Waiting on flup for buried line issue.
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM		Called- spoke w/ mom- Advised of Co response below Advised of my name and hotline number
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM		Sent email to Co on the buried line issue- Waiting on Co response
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM		Sent email to Co on buried line issue- Waiting on Co response
Frontier North Inc. - BLES – Out of Service	9/9/2019 8:13 AM		Resolution Comments: re-closed case as close info already provided
<b>Subtotal</b>		19	

00540386	Frontier North Inc. - Out of Service	9/9/2019 9:47 AM	-Kenneth McLain is calling b/c last week (Thursday), the local water company dug up the phone line -caller contacted Frontier to report and was promised repairs by the end of this week -caller says there's a lot of senior citizens in his area that rely on the home phone, who don't have a cell phone -when asked, caller has a cell phone, but it does not work in his area for about 4 miles out -caller was informed that b/c he has both home phone & Internet svc thru Frontier - his svc is non-BLES - therefore the rules do not apply -caller was advised to have his neighbors to call-in their complaint as well -case # provided for future reference
	Frontier North Inc. - Out of Service	9/9/2019 9:47 AM	Resolution Comments: I left voicemail advising that Frontier states that the service was repaired on September 9 and the company spoke with the customer today to confirm that service is working. A credit of \$6.41 was applied to the account.
<b>Subtotal</b>		2	
00540392	Frontier North Inc. - Repair Service	9/9/2019 10:03 AM	Resolution Comments: Gave EA#/ICB/Gave name.



Frontier North Inc. - Repair Service	9/9/2019 10:03 AM	<p>Caller states a storm in June knocked down a line in the back of her house and is laying across her property and her neighbors. They have made several attempts to have the right people from Frontier come out and it's always a 3 week wait.</p> <p>Caller needs this line removed because in the next few weeks she needs to have some grain delivered and some cattle removed but needs a construction crew of frontier to come and make the necessary repairs or remove the line.</p> <p>Gave EA#/ICB/Gave name.</p>
Frontier North Inc. - Repair Service	9/9/2019 10:03 AM	<p>CALL BACK &gt;</p> <p>-Marilyn Wells is calling back to report that a crew came this morning to remove the line, but wasn't able to get the job done</p> <p>-caller says one of the workers wasn't given authorization to remove/cut the line from barn</p> <p>-caller says they can't access their barn, and will need to remove cattle in a few weeks</p> <p>-caller says this happened back in June</p> <p>-caller was advised that the PUCO will have to contact Frontier to find out what happened and/or what is preventing the crew from addressing the issue</p> <p>-in the meantime, referred caller to EA hotline to follow-up on today's appt, etc...</p>
Frontier North Inc. - Repair Service	9/9/2019 10:03 AM	<p>Caller, [REDACTED] - states that she is calling back to let the PUCO know that her problem is fixed with Frontier - everything is resolved.</p>
Frontier North Inc. - Repair Service	9/9/2019 10:03 AM	<p>LM stating co claims the construction crew were out and completed the work on 9/13/19. ICB if there are any remaining issues.</p>

<b>Subtotal</b>		5	
00540411	Frontier North Inc. - Non-Jurisdictional Matter	9/9/2019 10:40 AM	<p>Frontier = landline &amp; Internet</p> <p>-caller says since Feb, the Internet rate has been raised an addt'l \$5</p> <p>-caller says she work from home, and rely heavily on the Internet</p> <p>-when asked, caller says her issue is the Internet speed being reduced everytime she make changes to her acct, i.e. drop the landline svc, etc...</p> <p>-caller was advised NJM for the PUCO and referred to both the Ohio AG &amp; FCC for furtherance &gt;&gt; contact info provided</p> <p>-invited call back, if necessary</p>
<b>Subtotal</b>		1	
00540420	Frontier North Inc. - Out of Service	9/9/2019 11:02 AM	<p>Service has been out since 727 with Frontier. This is landline service. Customer has received a few appointment notifications and they keep cancelling. A tech told her a couple weeks ago that the line going back to her home needs to be changed but nothing has been done. Caller states the line is needed for health concerns. Gave case#. ICB.</p>
	Frontier North Inc. - Out of Service	9/9/2019 11:02 AM	<p>Co response:</p> <p>Ms. [REDACTED] has a non bles account, she has a phone package 09/16/19-reported no dial tone-09/17/19-tech states no trouble found-no access</p> <p>We have called Ms [REDACTED] today and left her a message to contact us back -will update you as soon as we hear from her</p>
	Frontier North Inc. - Out of Service	9/9/2019 11:02 AM	<p>Resolution Comments: Called to close, verified services working, caller states they ran the lines tuesday and services have been working. advised of credit and ICB.</p>

			<p>CO response:</p> <p>Ms. [REDACTED] has a non bles account, she has a phone package</p> <p>We spoke to Ms. [REDACTED] and confirmed the service working</p> <p>Credit of \$61.82 has been issued which she will see on her October bill -Ms. [REDACTED] is aware</p> <p>Repair history</p> <p>08/06/19-reported no dial tone-09/16/19-closed out needs new CWIRE-sent to Local manager</p>
	Frontier North Inc. - Out of Service	9/9/2019 11:02 AM	09/16/19-reported no dial tone-09/24/19-replaced CWIRE-confirmed service working with customer
<b>Subtotal</b>		4	
00540424			Customer has static on the line for months. The co has acknowledged that the lines need to be replaced but nothing has been done. This happens even when the weather is dry so they are way beyond Band-Aid fixes. Her husband is visually impaired and retired so he's home all day alone. It is imperative that he have phone service in case of an emergency.
	Frontier North Inc. - Repair Service	9/9/2019 11:09 AM	
	Frontier North Inc. - Repair Service	9/9/2019 11:09 AM	Resolution Comments: Service was restored. Sent closing e-mail to customer.
<b>Subtotal</b>		2	

00540436	Frontier North Inc. - Billing Inquiry	9/9/2019 11:26 AM	<p>customer called, stated that he is 89yrs old and on social security and was on lifeline but they dropped him because the income requirement knocked him out of eligibility. he says that he would get \$9.25/mo off with lifeline, bringing his bill to \$38.38/mo. now he is being charges \$68.70 and doesn't know why the charges are so high. he says he has these additional features he wants to get rid of besides caller id.</p> <p>he says he couldn't reach a live person at Frontier. all he got was their vm.</p> <p>i gave him the EA# to see if they can help. ICB.</p>
	Frontier North Inc. - Billing Inquiry	9/9/2019 11:26 AM	<p>Resolution Comments: RT EA CU response:</p>
	Frontier North Inc. - Billing Inquiry	9/9/2019 11:26 AM	<p>This is not a bles account. Lifeline was removed on Mr. [REDACTED] account as the recertification was not received. Frontier removed the discount on 8-10-19. Please review attached billing statements as there are two bills, one that contains Lifeline and one that shows the Lifeline being removed and prorating. Frontier cannot credit Lifeline as it is a Federal program. All Frontier bills contain line items detail of all charges.</p> <p>We spoke to Mr. [REDACTED] on 9-10-19 and he advised that his Medicare amount was increased and he is no longer eligible for Lifeline due to his income. Frontier advises that Mr. [REDACTED] did not want to make further changes on his Frontier service and understands all charges.</p>

	Frontier North Inc. - Billing Inquiry	9/9/2019 11:26 AM	Resolution Comments: LVM to close, advised due to increase in income he was no longer eligible for the LL discount. ICB
	Frontier North Inc. - Billing Inquiry	9/9/2019 11:26 AM	Caller calling back... Spoke w/ Ea- States the Ea advised his bill is high because of taxes.  Caller disputes the billing and wants to know why bill is so high  Advised would send up for investigation/ Advised of timeline/ icb
<b>Subtotal</b>		5	
00540453	Frontier North Inc. - Non-Jurisdictional Matter	9/9/2019 12:07 PM	Resolution Comments: RT EA and FCC.  customer called, has basic dsl internet with Frontier. he says that he only gets service for about 50 percent of the time. he says he has been fighting with Frontier for 6mos now to provide reliable internet service.  he says spectrum could also service him for internet, but they would require \$9,000 to run a line from the road to his house which is 800ft from the road.
	Frontier North Inc. - Non-Jurisdictional Matter	9/9/2019 12:07 PM	i advised internet is NJD, referred to EA and FCC.
<b>Subtotal</b>		2	

00540460	Frontier North Inc. - Non-Jurisdictional Matter	9/9/2019 12:18 PM	Customer ordered internet only, no telephone. The service was down more than it was up. His wife works from home sometimes so it is very important to have internet. She cancelled the service on Sept 2. He received a bill for 9/1-9/30 for \$43. Frontier states that their policy is that the customer has to pay for the service a full month in advance and then they will refund the money back. He wants to know if this is legal. I advised NJM. Referred to EA 877-462-7320 and number for FCC.
	Frontier North Inc. - Non-Jurisdictional Matter	9/9/2019 12:18 PM	Resolution Comments: NJM
<b>Subtotal</b>		2	
00540472	Frontier North Inc. - Local Number Portability	9/9/2019 12:50 PM	cust stating she signed up with Frontier back in Nov 2018. shes had nothing but problems and as of March she contact Blueshift to become her provider. cust stating Blueshift has been trying to get the number from Frontier since then but they havent given it. cust is still with Frontier and pays the bill but she keeps having dropped calls and issues wit Frontier. Blueshift has all the equipment there they just cant hook up everything until Frontier releases the number and shes not sure what the hold up is. cust is wanting this looked into adv cust of investigation process icb

Frontier North Inc. - Local Number Portability	9/9/2019 12:50 PM	Called the customer to go over the company response and close. Advised that Frontier appears to be saying that it had not received a port request until 9/9/19. She said that Frontier was lying. Advised that the company says that the request is scheduled to happen on 9/13/19. Invited a call back on Monday if the port doesn't take place on Friday or with any future utility concerns. Left hotline number and case ID.
Frontier North Inc. - Local Number Portability	9/9/2019 12:50 PM	Calling back. States they did port her number to Blueshift, but now are billing her \$1,500.00 ETF. She states the account is for the business [REDACTED]. certified # and address is for her business- this is not residential account. She states she was not under contract and if she was under contract- then part of the contract was for Frontier to provide service to the customer- which they did not provide so they violated any contract. [REDACTED] owner of business, received call from collections dept for the new final billing. caller wants this looked into again because there was no contract and should be no fees to cancel.
Frontier North Inc. - Local Number Portability	9/9/2019 12:50 PM	Called the customer to go over the company response and close. Advised that Frontier has declined to waive the ETF. Read her bthe Frontier response. She is also speaking with the new carrier, Blueshift. Invited a call back.

	Frontier North Inc. - Local Number Portability	9/9/2019 12:50 PM	<p>Called the customer to go over the company response and close. Advised that Frontier appears to be saying that it had not received a port request until 9/9/19. She said that Frontier was lying. Advised that the company says that the request is scheduled to happen on 9/13/19. Invited a call back on Monday if the port doesn't take place on Friday or with any future utility concerns. Left hotline number and case ID.</p> <p>Called the customer to go over the company response and close. Advised that Frontier has declined to waive the ETF. Read her the Frontier response. She is also speaking with the new carrier, Blueshift. Invited a call back.</p>
<b>Subtotal</b>		5	
00540492	Frontier North Inc. - Non-Jurisdictional Matter	9/9/2019 1:42 PM	Caller has frontier(internet only) Advised Non jur- Advised of Fcc number
	Frontier North Inc. - Non-Jurisdictional Matter	9/9/2019 1:42 PM	Resolution Comments: Advised Nonju- Advised of Fcc
<b>Subtotal</b>		2	
00540493	Frontier North Inc. - Repair Service	9/9/2019 1:44 PM	Resolution Comments: left vm, advd co. rsp, invtd cb, rthl#
	Frontier North Inc. - Repair Service	9/9/2019 1:44 PM	Description: The phone and electric lines were knocked down by a tree falling on them on 5/24/19. The electric company promptly made the repair and put the line back up. I have called Frontier Communications several times since then and the phone line is still down on the ground. Our service is intermittent and has went completely out. We continue to pay our bill on time, but they will not come and repair the line.



			<p>Left a vm, reviewed the following:</p> <p>customer should be all set . The line was hung back up Sept 18  On Sept 20 co. rpts they spoke to her  A technician was dispatched on 9-18-19 and the line was hung back up.  Ms. [REDACTED] did state that the telephone service is working and there is no static or noise on the line she will call me if she has any problems.</p> <p>Non-BLES  has package with features and long distance as well as Internet.  Co. agreed to give 2 full months of service credit on her telephone and her Internet.  -The adjustment amt is \$196.24  -s/b on her October bill statement.</p>
	Frontier North Inc. - Repair Service	9/9/2019 1:44 PM	Advd cls case, invtd cb w/any questions or concerns. RTHL#
	Frontier North Inc. - Repair Service	9/9/2019 1:44 PM	Changed the case priority to urgent
<b>Subtotal</b>		4	
00540501			
	Frontier North Inc. - Repair Service	9/9/2019 2:07 PM	customer called, stated that she has a complaint against Frontier. she says that her neighbors phone is out and she called Frontier to report it and was advised they would need her access code before they could help her. she says that she was on hold for half an hour but she had to go retrieve that number and call back. she says she is just frustrated by this. i advised the complaint will be noted. ICB.

	Frontier North Inc. - Repair Service	9/9/2019 2:07 PM	Resolution Comments: ICB
<b>Subtotal</b>		2	
00540511			customer called to report phone issues. she says that the phone has been going on and off for a week now. sometimes she will have a dial tone and sometimes she won't. she says that her neighbors are having the same issues. she says she hasn't reported to Frontier yet.
	Frontier North Inc. - Repair Service	9/9/2019 2:34 PM	i advised her complaint will be noted. gave her the EA# to report it. ICB.
	Frontier North Inc. - Repair Service	9/9/2019 2:34 PM	Resolution Comments: ICB
<b>Subtotal</b>		2	
00540659			- [REDACTED] is the owner of [REDACTED] and he can't seem to get Frontier out to address the line hanging so low that he can't get into his fields with his combines b/c the telephone lines is hanging so low -when asked, caller says for the past 6 weeks, he's called Frontier a couple of times requesting that they come out and raise their telephone line/s -when asked, caller is NOT a customer of Frontier -referred caller to EA hotline for furtherance >> contact info provided -invited call back, if necessary
	Frontier North Inc. - Repair Service	9/10/2019 9:41 AM	
<b>Subtotal</b>		1	
00540692			she states that a tech came out yesterday and made repairs but now there is static and i asked if she called the company. she states she did but they said something about her getting a cell phone and she states she is not getting a cell phone. I gave her the HL # to the company to report the problem and she thanked for help.
	Frontier North Inc. - Repair Service	9/10/2019 10:45 AM	

	Frontier North Inc. - Repair Service	9/10/2019 10:45 AM	Resolution Comments: she states that a tech came out yesterday and made repairs but now there is static and i asked if she called the company. she states she did but they said something about her getting a cell phone and she states she is not getting a cell phone. I gave her the HL # to the company to report the problem and she thanked for help. I told her to call back if she has any issues. I told her to call back if she has any issues.
<b>Subtotal</b>		2	

00540726	Frontier North Inc. - Repair Service	9/10/2019 11:47 AM	<p>Frontier, customer states that the phone is not working and has not been working and has a problem with intermittent static. When she is on a call the static will start and call will drop and she may not be able to use the phone for hours. She states she service installed 3 years. It took them 4 months to get the service to work. It has worked for 3 years. She called the company in August and as of today she still has the same issue. She has called local office, president office and she has called numerous times. She was given a phone number to a man who is supposed to be the only one to be able to do the repairs and he can not as he is in North Carolina. Her service has been out for 24 hours. She states she needs to have her service working, she has sick parents and she needs to have working service, equipment is a mess, not other options and there is not other option for phone service. She states that right now do not know when they are going to be able to fix the service, they entered another ticket to get someone there within 24 hours and not sure if that is going to happen. She states it took them 15 days to get there the first time. The first technician she had gave him her phone number. She called another group of people from CT. She has called the FCC and she is placing a complaint with us. I told her I do understand we currently have many cases concerning service and repair issues. I told her we will send for investigation and advised of timeline (I did not send as urgent as service only our for 24 hours, they have cell phones and no medical issues). We</p>
	Frontier North Inc. - Repair Service	9/10/2019 11:47 AM	<p>Resolution Comments: Left message that service was confirmed as being in working order and a credit of 37.00+ will be applied to the Oct billing.</p>
<b>Subtotal</b>	2		

00540728			States tree limb hanging on line and causing it to droop but didn't know what phone company was in the area.
	Frontier North Inc. - Repair Service	9/10/2019 11:49 AM	Looked up by address and found Frontier, gave number to repairs, name/ICB
	Frontier North Inc. - Repair Service	9/10/2019 11:49 AM	Resolution Comments: gave number to repairs, name/ICB
<b>Subtotal</b>		2	
00540731	Frontier North Inc. - Out of Service	9/10/2019 12:03 PM	Resolution Comments: Service was restored. Sent closing letter.
	Frontier North Inc. - Out of Service	9/10/2019 12:03 PM	DA sent closing letter to customer.
			<p>Caller has been out of service since 8/31 and was told would not be out till 18th</p> <p>Caller first reported outage 8/31 told would be 9/3, the co didn't show.</p> <p>Caller received a text that repair would be 9/6 no show, called again and told later and now told the 18th of September.</p> <p>Caller states he knows its not inside the house b/c there are several people in area who are out.</p> <p>advised would send to investigation as urgent since out for so long.</p>
	Frontier North Inc. - Out of Service	9/10/2019 12:03 PM	provided case number.
<b>Subtotal</b>		3	
00540748	Frontier North Inc. - Repair Service	9/10/2019 12:54 PM	Resolution Comments: ICB

	Frontier North Inc. - Repair Service	9/10/2019 12:54 PM	customer called, stated that he is having trouble getting Frontier to come out and re-attach a phone line to a pole. he says that the line has been in a ditch for the last three months. he says that it's still there and he's been in contact with Frontier but they have failed to show up. he says there may need to be a new pole going up too.  i gave him the EA# to see if they can send someone out soon. ICB.
<b>Subtotal</b> 00540763	2		
	Frontier North Inc. - Local Number Portability	9/10/2019 1:36 PM	<p>she states that she believes that her phone number was stolen. She states that Frontier has an order to port their number to Verizon, but the customer never requested to port the number. She states that no one from their company authorized any of those changes.</p> <p>Frontier said that they could not stop the port. Verizon said that the port is under a different name and since she cannot provide the PIN they cannot stop the port. Verizon told her to file a police report.</p> <p>Escalation: No answer.</p> <p>AW states to send to investigation.</p> <p>I advised of the investigation process.</p> <p>She states that without the phone number she cannot run the credit card machine.</p> <p>I advised that I understand the issue, but all the PUCO can do at this point is investigate to see if there is any way to stop the port. I advised of EA.</p>

			<p>co response:  Frontier advises a port out request was received on September 6, 2019 and completed on September 10, 2019 from Verizon.</p> <p>Frontier worked with Verizon to cancel the port request as Verizon had a typo and they sent it through with the incorrect number.</p> <p>The number that was supposed to be requested was [REDACTED].</p>
	Frontier North Inc. - Local Number Portability	9/10/2019 1:36 PM	Services were restored on September 11, 2019 after working with the customer and Verizon.
	Frontier North Inc. - Local Number Portability	9/10/2019 1:36 PM	Resolution Comments: Called to close, verified co response. ICB
<b>Subtotal</b>		3	

00540779			<p>Elderly caller had service shut off due to disputed charges- send as urgent.</p> <p>Caller states she is disputing the total bill. She states she was charged for a modem she returned. The \$300 charge was in dispute and Friday they shut off her service due to past due charges. She has spoken to the company and each month she has paid what she was told to pay and feels service should not have been shut off. Caller tried to discuss with company rep on Saturday Sept 7 and was hung up on. Last bill shows balance due \$70.89 but now her service is off and she is being told she has to pay the \$300 due to taxes. She states she paid what she was told to pay each month and should not have to pay what taxes she was not told to pay or they can set up a payment plan for those charges.</p>
	Frontier North Inc. - Disconnect Issues	9/10/2019 2:28 PM	Cell # is neighbor's house - [REDACTED] OK to use as alternate # to reach customer or leave message.
	Frontier North Inc. - Disconnect Issues	9/10/2019 2:28 PM	em da to check if company can disconnect/suspend phone or regulated services for unregulated or satellite tv equipment charges.
	Frontier North Inc. - Disconnect Issues	9/10/2019 2:28 PM	Resolution Comments: vm customer at cbr number of [REDACTED] that \$200 satellite tv equipment removed after equipment received. service reconnected 9/18/19 and customer has remaining acct balance of \$181.62. leave hotline number as cbr.
<b>Subtotal</b>		3	



00540789	Frontier North Inc. - Final / Initial Bill Issue	9/10/2019 2:58 PM	<p>customer called, says her husband passed away nearly four years ago but she kept the phone service on in his name for about three years afterward. she then got a cell phone and a landline through a different phone provider and has been trying to cancel this Frontier line in her deceased husband's name for about a year now, but Frontier will not cancel the service because it was in her husband's name. she says that she has sent them a copy of his death certificate and she mailed them a letter last month telling Frontier that they can send the invoice to his grave site if they want payment. she says that the last bill she received from them is \$320.12. she would like this service cancelled and these charges to stop. the service number is [REDACTED].</p> <p>i advised we can contact Frontier about this. gave her the case id and inv time frame.</p> <p>she says she can be reached on her cell and there is a vm available.</p>
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		<p>Called contact number, left vm, reviewed the following co. rsp. Advd cls case, invtd cb should there be any questions, RTHL# and provided case number *****</p> <p>Not bles. Package customer.</p> <p>There are no records reflecting any requests to disconnect the services under NIQ# [REDACTED].</p> <p>There are no records indicating that a death certificate has been received.</p> <p>There are records of Ms. [REDACTED] reporting service issues in October 2018 and calling in December 2018 to get credit for the time she was out of service.</p> <p>Frontier statements show toll calls up until 3/12/19.</p> <p>Frontier advises that the account has been disconnected effective August 19, 2019.</p> <p>Several attempts were made to contact Ms. [REDACTED] to discuss this issue further, but was unsuccessful speaking to her.</p>
	Frontier North Inc. - Final / Initial Bill Issue	9/10/2019 2:58 PM A letter with direct contact information has been sent to Ms. [REDACTED] if she needs further assistance.
	Frontier North Inc. - Final / Initial Bill Issue	9/10/2019 2:58 PM Resolution Comments: Left vm, advd co. rsp., advd cls case, invtd cb w/any questions, RTHL# and provided case number
<b>Subtotal</b>	<b>3</b>	

00540794			<p>Caller nas frontier</p> <p>2014-trying to get phones/ internet to work properly Co stated that the customer would have to purchase more bandwidth ( this relates to internet issues)</p> <p>Most recently there are Issues w/ noise on line. Customer cant hear callers at time- This started a week ago Thursday (Sept 5) Caller reported the issue Thursday and was advised the issue would be fixed on Monday (Sept 9)</p> <p>Caller called Co as no one came on Monday --and Co stated that they are not sure what happened on ticket and customer needed to submit a new ticket.</p>
	Frontier North Inc. - Out of Service	9/10/2019 3:03 PM	Advised of Ea
	Frontier North Inc. - Out of Service	9/10/2019 3:03 PM	Resolution Comments: Advised of ea
<b>Subtotal</b>	<b>2</b>		
00540815			<p>Customer has question regarding humming noise on the line. Customer states the service goes out when the county mows the grass, they cut the line. She called Frontier and they sent someone out to get the service back up but the humming remains and customer believes the line still is not buried. Gave EA. Customer also had questions regarding robo calls. Advised we would need name of suppler that is calling in order to help calls to stop. ICB</p>
	Frontier North Inc. - Repair Service	9/10/2019 3:43 PM	
	Frontier North Inc. - Repair Service	9/10/2019 3:43 PM	Resolution Comments: ICB
<b>Subtotal</b>	<b>2</b>		

00540832	Frontier North Inc. - Repair Service	9/10/2019 4:29 PM	customer called, pretty loud buzzing and static on the line. he says he can barely hear who's on the other line when he gets a call. he says that it has been bad like this for the last week or two. he says he just recently sent a phone bill payment for \$59.80 for basic local phone service with no long distance and no vm. he says that the service is poor and Frontier will not fix anything. he says that he often has doctor appts he has to make and it can be difficult trying to schedule those appts on his phone. he says that he is 88yrs old.  i advised we can contact Frontier about the buzzing and static on his phone line. gave him the case id and inv time frame.
	Frontier North Inc. - Repair Service	9/10/2019 4:29 PM	I called home phone number. There was no answer and no option to leave a voicemail.  IF CUSTOMER CALLS BACK PLEASE ADVISE: Frontier states that the service was repaired on September 18 and a credit for \$24.51 will appear on the October bill.
	Frontier North Inc. - Repair Service	9/10/2019 4:29 PM	I called customer and advised that Frontier states that the service was repaired on September 18 and a credit for \$24.51 will appear on the October bill.  He states that the phone is working currently. If the phone goes out he will call Tammi at Frontier and the PUCO.
	Frontier North Inc. - Repair Service	9/10/2019 4:29 PM	Resolution Comments: Frontier states that the service was repaired on September 18 and a credit for \$24.51 will appear on the October bill.
<b>Subtotal</b>		4	

00540849	Frontier North Inc. - Repair Service	9/11/2019 6:35 AM	<p>* review company response *</p> <p>I called the cust and left a message - adv that I was calling to confirm that his complaint with Frontier has been resolved - adv of company response - invited call back if he had any further questions.</p> <p>* A technician was dispatched on September 11, 2019 and repaired the down line. Frontier made a call to you to confirm your satisfaction however, you was not at home to confirm all work was complete. You called back and left a voicemail that evening to advise all work is complete and you are satisfied. *</p>
	Frontier North Inc. - Repair Service	9/11/2019 6:35 AM	* sent urgent email *
	Frontier North Inc. - Repair Service	9/11/2019 6:35 AM	<p>Description: Frontier communications has had a phone line down across my driveway now for 18 hours but it's not laying on the ground it up about 18 inches one on side tapering down to the ground. This was discovered at noon on Sept 10th 2019 when the fire dept called them and notified them I returned home from work at 10 30 PM to find it is still across my driveway soni call then again and they tell me well it's late. Now the important part that they were told about my son has to have weekly iv treatments in home and Childrens Hospital will be at my house at 830 am on Sept 11th to do his treatment and they are not goin to drive off a unknown power source. When I left for work on Sept 11th I called them yet again at 5 20 am and again get told they have nobody working to come out and cant give me a time when someone will be out. This is unacceptable for a medical reason to not have this fixed.</p>

	Frontier North Inc. - Repair Service	9/11/2019 6:35 AM	cust called and was told yesterday at noon that someone would be out yesterday by Frontier that someone would be out today to address this matter. Gave EA#. ICB.
	Frontier North Inc. - Repair Service	9/11/2019 6:35 AM	Resolution Comments: LM for cust - close case
	Frontier North Inc. - Repair Service	9/11/2019 6:35 AM	* review interim company response *
<b>Subtotal</b>		6	
00540875			customer called, stated that this is a commercial business line and she has had bad static on the line for well over a week now. she says she finally broke down and called Frontier to report the issue on 9/4/19 and has been told over and over that they would be out soon to repair the service since it is a business line. she says they have never showed up and have failed to keep their commitments. she says that they have sent her text messages that they would be there but they still don't show up. she got a text that they would be there between 5:30pm-8pm last night, but they never showed up. she then got a text that they will be there between 8am-noon today, but she doesn't believe them.
	Frontier North Inc. - Repair Service	9/11/2019 9:11 AM	9080844 ticket number i advised we can contact Frontier about the repair ticket and static on the line.
	Frontier North Inc. - Repair Service	9/11/2019 9:11 AM	Customer confirmed the svc has been resolved and she wasn't actually without service, it was just staticky, but she's glad to get any sort of credit from this co. ICB with any issues.
<b>Subtotal</b>		2	

00540876	Frontier North Inc. - Out of Service	9/11/2019 9:26 AM	<p>Calling about case. Caller got letter from PUCO, that services was back on, caller states service worked for less than 24 hrs. caller has been trying to contact the co all day and cannot get through. advised email from co</p> <p>"I have entered a trouble ticket for Charlie the due date is for today 9-20-19.</p> <p>There was no trouble ticket entered on 9-6 however an adjustment was applied"</p>
	Frontier North Inc. - Out of Service	9/11/2019 9:26 AM	<p>Trans to AS vm</p> <p>She states that she has had an issue since last October with having frequent outages. She states this time the service went out Saturday and it is still out. She states that each time the repairs are scheduled for the next day, but they do not occur. She states that her cell phone does not work at home. She states that there are several other people out in her neighborhood.</p>
	Frontier North Inc. - Out of Service	9/11/2019 9:26 AM	I advised that I will send the case up as urgent. I advised of investigative process.
	Frontier North Inc. - Out of Service	9/11/2019 9:26 AM	Resolution Comments: Service was restored. Sent closing letter to customer.
	Frontier North Inc. - Out of Service	9/11/2019 9:26 AM	DA sent closing letter to customer.
	Frontier North Inc. - Out of Service	9/11/2019 9:26 AM	<p>She states that she has not had phone service since September 6. She states that her phone service worked from 4-5PM on Monday, but that is it.</p> <p>I advised that Frontier had advised that the service was working September 8 and a credit of \$24.48 was applied to the account. I will update case information to reflect that the customer's service is not working.</p>

			<p>The customer is calling to discuss her phone service issue.</p> <p>Service out 9/28. Service restored 9/30.</p> <p>Customer feels the issue is not resolved, and would like a callback from AS.</p>
	Frontier North Inc. - Out of Service	9/11/2019 9:26 AM	I provided my name, lcb
	Frontier North Inc. - Out of Service	9/11/2019 9:26 AM	I called customer back and left message explaining I was returning Ms. [REDACTED] call. left call back info.
	Frontier North Inc. - Out of Service	9/11/2019 9:26 AM	I called the customer back and left message and explained I was returning her phone call. Left call back info.
	Frontier North Inc. - Out of Service	9/11/2019 9:26 AM	-caller is returning AS' call to her on Oct 3 -caller provided case #540876 -with permission, call was routed over to vm
	Frontier North Inc. - Out of Service	9/11/2019 9:26 AM	customer has not called back. will re-open if customer calls back. close case.
<b>Subtotal</b>		10	
00540925			cust calling about not having internet serv adv cust njm
	Frontier North Inc. - Non-Jurisdictional Matter	9/11/2019 12:35 PM	referred to ea and fcc icb
	Frontier North Inc. - Non-Jurisdictional Matter	9/11/2019 12:35 PM	Resolution Comments: referred to ea
<b>Subtotal</b>		2	



00540928	Frontier North Inc. - Out of Service	9/11/2019 12:43 PM	<p>Caller, [REDACTED] - states that she is calling on behalf of her brother, [REDACTED] - she states that there is something wrong at Frontier's office because her brother's phone is out - they reported this on Mon - no dial tone and was told they would be there by 9/9 Tue night - ticket number is 9085771 - adv the caller if the svc is not restored in a couple of days to call back to the PUCO - she states that her home number is [REDACTED].</p>
	Frontier North Inc. - Out of Service	9/11/2019 12:43 PM	Resolution Comments: icb
<b>Subtotal</b>		2	
00541006	Frontier North Inc. - Billing Dispute	9/11/2019 4:20 PM	<p>I advised that Sarah from Frontier states that she contacted the customer regarding their concerns. Adjustments were issued in the amount of \$197.28 for the service issues.</p> <p>He states that he believes that the issue has been resolved. He states that Sarah did call him yesterday at 9am and that she would tell the PUCO about the full settlement. She also sent an email confirming in writing and he agreed to the settlement. He states that for the previous two months he just got lip service. He appreciates the PUCO's effort.</p>
	Frontier North Inc. - Billing Dispute	9/11/2019 4:20 PM	<p>I advised if he does have any additional issues, call back and reference the case number.</p> <p>Resolution Comments: Adjustments were issued in the amount of \$197.28 for the service issues.</p>

	<p>Frontier North Inc. - Billing Dispute</p>	<p>9/11/2019 4:20 PM</p>	<p>Description: Lost phone &amp; internet service at my residence 07/11/19. On 07/13/ Frontier Communications determined problem was due to a damaged cable ( their problem) and it had to be replaced. Service was finally restored to my residence 08/16/19 (37 + Days). on 08/16/19 I called Frontier to determine what I owed on my bill which was due on 08/19/19. I was told to pay the bill in full. I objected to that since I had been without service for 37+ days and the bill is paid in advance. Again I was told to pay bill in full and a credit of \$114.00 and \$6.00, total \$ 120.00 would post to my account in two business days and show on the next bill. I paid the 08/19/19 bill. On 09/03/19, I received 09/18/19 bill and no credits were present. I immediately called Frontier to inquire about the credits. Customer service told me the credits were not approved, put me on hold for an hour and then disconnected me.</p> <p>I then sent an email to the office of the president and explained the old issue and reported that i had lost a full day of service (phone and internet) on 08/23/19 and expected credit for that also (Frontier ticket #9069470). I was also able to call the office of the president at 866-511-1523 and spoke to Sonny about the issues. After some minutes of him checking my account, he stated issues were incorrectly submitted and he would fix all and call me back that same day. I said fine, I await your return call. A return call never came. On 09/10/19, I called office of the president and got no Reps. available. I then</p>
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	Frontier North Inc. - Billing Dispute	9/11/2019 4:20 PM	calling about Frontier. states that he has sent an email complaint but as of right now it is not in the system. Caller states service was out from July 11 through 8/16. Customer got a bill and it had 4 directory assistance calls totaling 6.00. Customer called regarding bill and let the rep know that these charges were made during a time period were there was no phone service. A rep named Cindy offered him 6.00 and 114.10. the 114.10 was for service being out for this time period the 6.00 is for credit related to the directory assistance calls that customer didn't made during the service outage period. She told him the credit would be processed in 2 days. That credit never happened. Customer got the next bill n 9/3 and call to inquire about the credit and spoke with Sheyla at 10:03. Sheyla told customer that the credit was denied. She did not state why the credit was denied. Caller requested to speak to someone who could fix it. Caller was placed on hold for over an hour then the call drop or she disconnected him. Customer got a hold of EA email address and sent a note to them. He then got the EA# and spoke with Sonny. Sonny told him he would fix the issue and call him back the same day. Caller hasn't heard from Sonny. Caller called then called Frontier customer service and was told that Sonny would call back by end of day yesterday. Sonny never called. He called EA# again today and was told Sonny would call back in 40 mins. Sonny never called. Opening investigation to review status of credit on customer's account. ICB
<b>Subtotal</b>		4	

00541033			Description: There is a Green Verizon Box in the front of our house that has exposed wires. We are concerned about the safety of the children. We have asked Verizon to please fix it or remove it. The reply was that they no longer owned it and it belonged to Frontier. It says Verizon on the box. We did try to contact Frontier but was connected with someone in New York. I recently sent a second request to Verizon and am waiting for a reply. It appears after 8 months, that nobody is going to help with this safety issue until someone is hurt. We heard that you may be able to help us.
	Frontier North Inc. - Repair Service	9/11/2019 6:06 PM	
	Frontier North Inc. - Repair Service	9/11/2019 6:06 PM	Co. provided interim and receipt acknowledgement.
	Frontier North Inc. - Repair Service	9/11/2019 6:06 PM	Resolution Comments: Spoke w/ customer and confirmed service restored.
	Frontier North Inc. - Repair Service	9/11/2019 6:06 PM	I spoke w/ customer and confirmed that service has been repaired.
	Frontier North Inc. - Repair Service	9/11/2019 6:06 PM	**Closing case
Frontier North Inc. - Repair Service	9/11/2019 6:06 PM	Reviewed co. response	
<b>Subtotal</b>	5		

00541035	Frontier North Inc. - Damage	9/11/2019 7:20 PM	<p>Description: In late August a local Frontier representative met my self and neighbor to observe our concern over a bored one inch installed phone line from several years ago which now has tile blowouts or unsafe surface holes caused by their installation which ran right thru the plastic tile line running parallel inside the tile line and crunching the line up like an accordion blocking the normal flow. We have been waiting for a contact with Frontier and my neighbor has called and left messages with the Frontier Head of Operations in Ohio. His number is [REDACTED]. We feel since their authorized installation has messed up our tile line, they should consider providing us a remedy and make contact with us as I am a customer of theirs.</p>
	Frontier North Inc. - Damage	9/11/2019 7:20 PM	<p>Not Bles. Package customer.</p> <p>A report was made on 7/15/19 and referred to construction for further repair.</p> <p>Frontier advises that the work to repair the lines was completed 9/19/19.</p>
	Frontier North Inc. - Damage	9/11/2019 7:20 PM	Resolution Comments: called to close, see comments
	Frontier North Inc. - Damage	9/11/2019 7:20 PM	spoke with cust: Frontier advises that the work to repair the lines was completed 9/19/19.
<b>Subtotal</b>	4		
00541041	Frontier North Inc. - Out of Service	9/12/2019 6:04 AM	<p>Description: Frontier is our telephone provider in the Laurelville ohio area. Yesterday our phone and most everyone else in hocking county quit working. This has been an issue for years with Frontier. It takes the 4 to 5 business days to get out to repair the service and then it may not be fixed.</p>

	Frontier North Inc. - Out of Service	9/12/2019 6:04 AM	<p>Resolution Comments: LVM to close, advised of outage report and that the co came out 9/26 and found no issues. That she reported issues with cell. advised if still having phone issues to call back.</p> <p>ICB</p>
	Frontier North Inc. - Out of Service	9/12/2019 6:04 AM	<p>CC response. Not Bles. Package customer.</p> <p>There are no records of service issues being reported on Ms. [REDACTED] account within the last 90 days.</p> <p>Frontier issued a repair ticket on 9/26/19 to check the lines and was completed on 9/26/19 as no trouble found.</p> <p>Ms. [REDACTED] informed the Frontier technician that she is experiencing static on her Verizon cell service.</p> <p>Ms. [REDACTED] was referred to Verizon.</p> <p>Several attempts were made to contact Ms. [REDACTED] to discuss this issue further, but was unsuccessful speaking to her.</p> <p>A letter with direct contact information has been sent to Ms. [REDACTED] if she needs further assistance.</p> <p>18 month repair history:</p>
<b>Subtotal</b>	3		

00541084	Frontier North Inc. - Quality of Customer Service	9/12/2019 9:00 AM	Resolution Comments: vm customer that forward concerns with customer experieince with followup call from ftr_richelle edwards. advise that puco doesn't get involved with personnel issues, forward issues to frontier. leave hotline number as cbr. send contact information to company, close case.
	Frontier North Inc. - Quality of Customer Service	9/12/2019 9:00 AM	Resolution Comments: vm customer that forward concerns with customer experieince with followup call from ftr_richelle edwards. advise that puco doesn't get involved with personnel issues, forward issues to frontier. leave hotline number as cbr. send contact information to company, close case. review 9/16 response and close case.
	Frontier North Inc. - Quality of Customer Service	9/12/2019 9:00 AM	Resolution Comments: vm customer that forward concerns with customer experieince with followup call from ftr_richelle edwards. advise that puco doesn't get involved with personnel issues, forward issues to frontier. leave hotline number as cbr.
	Frontier North Inc. - Quality of Customer Service	9/12/2019 9:00 AM	Caller states that after having issues with her internet and phone and was without service for 5 days, she completed a survey.  ██████████ called to follow-up on the survey and was very rude and nasty talking about Donna was going to give the tech a bad rep but she states on the survey she put the tech was fine. She completed the survey due to response times or no response times.  Caller wants to make the company aware of the poor customer service.  Gave name/case#/INV time line/ICB
<b>Subtotal</b>	<b>4</b>		

00541573	Frontier North Inc. - Out of Service	9/12/2019 10:57 AM	Resolution Comments: See notes
	Frontier North Inc. - Out of Service	9/12/2019 10:57 AM	Spoke to [REDACTED] and confirmed service is working ok. Says service goes out over half the time when it rains. Recommended he report service outage when it occurs.
	Frontier North Inc. - Out of Service	9/12/2019 10:57 AM	<p>Caller said today is a good service day just because he can hear me though I can definitely hear a hum on the line. Usually the static prevents use of the phone. He's had this svc since July 17, 2019. His service went out less than 12 hours after initiating service and he's had issues ever since. He lives in a very rural area and is 40 miles from the closest hospital. He's had a stroke which makes him at risk of another. His brother down the street has major health issues and has the same service issues. Neighbors around him have better service than he does and he needs his system upgraded. He still has copper wiring from decades ago. He's contacted his state representative and will continue contacting people to get this addressed.</p> <p>Contact # unavailable because their cell phones don't work where they live.</p>



	Frontier North Inc. - Out of Service	9/12/2019 10:57 AM	<p>Below is the constituent contact information for Mr. [REDACTED]. He called us yesterday evening and is concerned about his phone connection often going out, especially since his brother has health issues. His phone provider is Frontier.</p> <p>Mr. [REDACTED] [REDACTED] [REDACTED] Ohio 43152 [REDACTED]</p> <p>Thanks!</p> <p>Nicole Hoyer Senior Legislative Aide State Senator Bob Peterson 17th Ohio Senate District (614) 466-8156</p>
<b>Subtotal</b>		4	
00541731	Frontier North Inc. - Out of Service	9/12/2019 11:47 AM	Subject: Phone service down
	Frontier North Inc. - Out of Service	9/12/2019 11:47 AM	Description: Home from the hospital following surgery and noticed issues with our landline...apparently no connectivity. Wondering how long this has been going on and why we weren't notified by Frontier (via email that we have through them) of the issue or an anticipated resolution time.

	Frontier North Inc. - Out of Service	9/12/2019 11:47 AM	<p>Resolution Comments: Response mailed to consumer September 26, 2019. Per response letter to consumer:</p> <p>In your complaint, you stated that when you returned home on September 12, 2019, you found that the telephone service was not working. You asked why you were not notified of the outage or estimated service restoration time by e-mail.</p> <p>Frontier's response was that the company does not send e-mail notifications of service outages. The company's records show the service outage was reported by the PUCO on September 12, 2019. On September 16, 2019, the company advised it had spoken with you to confirm the service had been restored. Future service outages should be reported directly to the company at 1-877-462-8188.</p>
<b>Subtotal</b>		3	
00541850	Frontier North Inc. - Out of Service	9/12/2019 6:33 PM	<p>CO response:</p> <p>Ms. [REDACTED] is not a Frontier customer so this needs referred to this CLEC. The CLEC is responsible for placing TT with Frontier if they decide this is not an issue on their end. They also have a specific process for this and can check on repair reports. We cannot discuss with Ms. [REDACTED].</p> <p>called and left vm asking customer to call back with name of phone co who provides the above mentioned service.</p>

	Frontier North Inc. - Out of Service	9/12/2019 6:33 PM	Description: My service continues to go in and out of service. I'm 72 years old and live alone. I need the ability for my security system and phone system to work in case of emergency. I don't get cell service at my home and have no means to get help if needed.
	Frontier North Inc. - Out of Service	9/12/2019 6:33 PM	Unable to reach to advise of co response.
	Frontier North Inc. - Out of Service	9/12/2019 6:33 PM	Mailed unable to reach letter. *****IF CUSTOMER CALLS FIND OUT WHO THE CLEC IS*****
	Frontier North Inc. - Out of Service	9/12/2019 6:33 PM	Resolution Comments: No response from customer.
<b>Subtotal</b>		5	
00541852	Frontier North Inc. - New Service	9/12/2019 7:20 PM	Co response: Co notes service was installed on 09/13
	Frontier North Inc. - New Service	9/12/2019 7:20 PM	Resolution Comments: left vm- Advised of Co response. "See case comments- Co response"
	Frontier North Inc. - New Service	9/12/2019 7:20 PM	Co emailed stating it has contacted customer w/resolve info/cannot reach-Co notes will mail detail w/ Co contact info.- Re- close case

			<p>Description: Order number CW41737033 for service at 6664 [REDACTED] Ohio. Initiated service on 08 26 19 for telephone and internet. Install scheduled for 9 12 19 between 8:00 AM AND 12:00 pm.</p> <p>I arrived prior to the scheduled time today. At 10:45 my neighbor two doors down was receiving the same installation but I had yet to be contacted by Frontier Communications. I contacted Frontier at 11:00 am and was told service was pending for today. At 1:00 pm I contacted Frontier to inquire about service they said it was pending install for today. At 3:00 pm I contacted Frontier again who indicated service was still pending. At 5:00 pm I contacted Frontier again and was told installation was canceled for today.</p> <p>I returned home and again contacted Frontier at 6:30 pm to find out what their plans were and was told it had been rescheduled for 9 19 19. They indicated that the service was unacceptable but their only plan was to move me out another week. They indicated the work order today was cancel because the technician was over scheduled and they would not pay overtime to do my installation.</p> <p>I do not feel I should have to be put to the rear of the schedule line for installation of services and feel I should be compensated in some way for my time and vehicle use for their failure to meet their schedule. At no time did Frontier ever reach out to me to tell me about the schedule</p>
	Frontier North Inc. - New Service	9/12/2019 7:20 PM	
	Frontier North Inc. - New Service	9/12/2019 7:20 PM	Sent initial- Waiting on Co response
	Frontier North Inc. - New Service	9/12/2019 7:20 PM	Left vm- Advised of Co response. (below) Advised of my name and hotline number
<b>Subtotal</b>		6	

00541857	Frontier North Inc. - Repair Service	9/12/2019 10:27 PM	Description: at: [REDACTED], Ohio 44663, located in the yard just [REDACTED] a Frontier Communication phone line is hanging just 3 feet off the ground and it represnets a decapitation hazard and it is a yard that children play in. All attempts to get Frontier to fix the line have failed.
	Frontier North Inc. - Repair Service	9/12/2019 10:27 PM	Per Frontier interim response received September 17, 2019:  Complaint received, I have spoken with Mr. [REDACTED] this morning. I have placed a ticket for him to have a tech dispatched out on Friday 9-20-19, I am trying to have this expedited. Will keep you updated.
	Frontier North Inc. - Repair Service	9/12/2019 10:27 PM	Resolution Comments: Response e-mailed to consumer September 25, 2019. Per response to consumer:  In your complaint, you stated that a Frontier line is hanging three-feet off the ground at [REDACTED], Ohio. You stated the line represents a decapitation hazard to the children that play in the yard.  Frontier's response was that a technician was dispatched on September 17, 2019 to assess the situation and forward the information on to the company's construction department. The line was then raised on September 19, 2019.
<b>Subtotal</b>		3	
00541971	Frontier North Inc. - Out of Service	9/13/2019 7:53 AM	Description: I have been without service for four months at this time, and still received charges for services not provided. Also repair ticket was cancelled without notice.

			Called the customer at the NIQ to go over the company response and close. No answer, no voice mail.
	Frontier North Inc. - Out of Service	9/13/2019 7:53 AM	Called the customer at [REDACTED] to go over the company response and close. Mail box full.
	Frontier North Inc. - Out of Service	9/13/2019 7:53 AM	Customer response letter mailed
			ent: Called the customer at the NIQ to go over the company response and close. No answer, no voice mail.
	Frontier North Inc. - Out of Service	9/13/2019 7:53 AM	Called the customer at [REDACTED] to go over the company response and close. Mail box full.
<b>Subtotal</b>		4	
00541983			Description: We recently terminated our relationship with Frontier and went to a new provider. There are prox. 30 numbers that local Frontier customers cannot call us on. I've made 9 phone calls to Frontier customer service the the problem persists.
	Frontier North Inc. - Repair Service	9/13/2019 8:53 AM	Subject: Unable to call from Frontier Phones to Frontier Customer [REDACTED]
	Frontier North Inc. - Repair Service	9/13/2019 8:53 AM	Resolution Comments: SPOKE WITH CINDY TO CLOSE states issue has been resolved.
<b>Subtotal</b>		3	

00541992	Frontier North Inc. - Out of Service	9/13/2019 9:39 AM	<p>Caller states it's been almost 2 months and they keep sending messages saying someone will be out and never show up.</p> <p>They've told him they were waiting on permits and still don't have phone service.</p> <p>Wife is ill and older and they rely on the phone service.</p> <p>Phone and internet service</p> <p>Gave name/INV time line/case#/ICB</p>
	Frontier North Inc. - Out of Service	9/13/2019 9:39 AM	I left voicemail advising that Frontier states that all repairs were completed on September 25. A credit of \$184.97 was applied to the customer's account.
	Frontier North Inc. - Out of Service	9/13/2019 9:39 AM	Resolution Comments: Frontier states that all repairs were completed on September 25. A credit of \$184.97 was applied to the customer's account.
	<b>Subtotal</b>	<b>3</b>	

00541995	Frontier North Inc. - Repair Service	9/13/2019 9:43 AM	<p>██████████ is calling about her home phone svc thru Frontier</p> <p>-when asked, caller says the phone is working but the loud crackling noise needs to be fixed</p> <p>-when asked, caller has NOT contacted Frontier to report the loud crackling noise yet b/c Amanda with the PUCO told her to call her first</p> <p>-caller also stated that she has a Code Blue on the acct, but Frontier ignores her medical expedites</p> <p>-caller was advised Amanda is NOT with the PUCO &gt;&gt; in addition, caller was advised to report any/all telephone issues to Frontier first b4 calling anywhere else</p> <p>-caller was advised that ST was the person with the PUCO that handled her last complaint</p> <p>-referred caller to EA hotline to report current issue &gt;&gt; contact info provided for furtherance</p>
<b>Subtotal</b>		1	
00542014	Frontier North Inc. - Billing Inquiry	9/13/2019 11:03 AM	<p>Caller states the service was out for 2 weeks in July. Customer was told she would be given a credit on the next bill. Customer got the bill but there was no credit on the bill.</p> <p>Customer tried to call Frontier and wasn't able to get to a rep. Gave EA#. ICB</p>
	Frontier North Inc. - Billing Inquiry	9/13/2019 11:03 AM	Resolution Comments: ICB
<b>Subtotal</b>		2	
00542019	Frontier North Inc. - Billing Dispute	9/13/2019 11:12 AM	<p>Calling to speak w/ L.L. Will leave voicemail.</p>
	Frontier North Inc. - Billing Dispute	9/13/2019 11:12 AM	<p>██████████ left voicemail stating that they have additional information. The technician was supposed to be out between 8-12 and no one came. The doctor that owns the practice would like to speak with the investigator. Would like a call back at ██████████.</p>



	Frontier North Inc. - Billing Dispute	9/13/2019 11:12 AM	<p>Description: We just started service with Frontier July 2019 and we have had nothing but trouble since. Our billing has been incorrect from the first billing, had to have an adjustment of \$252.42 on the first bill, got the second bill still not adjusted, had to adjust even more. Since 9/9/19 have had to call them every day at least an hour on the phone daily because internet service kept going out throughout the day. This morning came in phone/internet had been disconnected because of late payment which I paid even though the bill was not due until 9/18/19 paid the difference to get it turned back on. Have been on the phone since 7:30 a.m. until 10:30 a.m when I finally reached someone named Brian who had it turned back on in 3 minutes after three hours on the phone. Working with Frontier has been a nightmare due to poor service.. My physician would like to make this a formal complaint</p>
	Frontier North Inc. - Billing Dispute	9/13/2019 11:12 AM	<p>Letter sent advising that Frontier applied an adjustment to the account of \$410.22. The customer's current balance is \$191.20. The service was temporarily suspended for non-payment due to the full invoice not being paid in full. The PUCO does not have jurisdiction over internet and the customer may wish to contact the FCC.</p>
<b>Subtotal</b>	4		
00542037	Frontier North Inc. - Call Completion	9/13/2019 11:57 AM	* sent initial email *

	Frontier North Inc. - Call Completion	9/13/2019 11:57 AM	<p>Caller states he has been unable to call [REDACTED] numbers. He has spoken to Frontier about this in the past (last 4 months) but they have not resolved and not provided any updates. The callers can call to him but he cannot return the call.</p> <p>He has spoken to the owners of those numbers and they contacted their phone carriers and found the problem is on Frontier's end.</p> <p>explained time frames.</p>
	Frontier North Inc. - Call Completion	9/13/2019 11:57 AM	I called the cust and spoke with Darrell Kinser - cust states that the problem has been resolved - cust was thankful for the help.
	Frontier North Inc. - Call Completion	9/13/2019 11:57 AM	* review company response *
	Frontier North Inc. - Call Completion	9/13/2019 11:57 AM	Resolution Comments: spoke with cust - close case
<b>Subtotal</b>		5	
00542064	Frontier North Inc. - Billing Inquiry	9/13/2019 1:02 PM	Resolution Comments: icb
	Frontier North Inc. - Billing Inquiry	9/13/2019 1:02 PM	<p>cust stating she is getting a lot of taxes and wants to complain of these state taxes and fed taxes.</p> <p>cust call frontier they referred her to columbus because they dont handle taxes</p> <p>she called columbus they dont handle phone</p> <p>called over to supe line to see who she can complain to about taxes</p> <p>was adv it depends which taxes she can reach out to ohio department of taxation , her county etc</p> <p>gave info to cust</p> <p>icb</p>
<b>Subtotal</b>		2	

00542108	Frontier North Inc. - Billing Inquiry	9/13/2019 2:33 PM	Customer calling because the service has been out for over 20 days in the past month. Customer spoke with rep on 9/5 and was told there would be a credit on his account that would show up on the September bill. Customer got the bill and the credit is not on the bill. Gave EA#. ICB.
	Frontier North Inc. - Billing Inquiry	9/13/2019 2:33 PM	Resolution Comments: ICb
<b>Subtotal</b>		2	
00542117	Frontier North Inc. - Repair Service	9/13/2019 3:14 PM	Customer is concerned that FTR will not come out to repair or replace a broken pole between he and his neighbor's house. Mr. [REDACTED] first notified FTR in April. There has been no response from the utility. Since this is becoming a safety concern, he wonders what can be done?  I advised caller that can contact utility on his behalf and see if we could expedite the repair.
	Frontier North Inc. - Repair Service	9/13/2019 3:14 PM	Resolution Comments: Per CF customer called to close.
	Frontier North Inc. - Repair Service	9/13/2019 3:14 PM	cust calling to state his problem was resolved and can close case
	<b>Subtotal</b>		3
00542150	Frontier North Inc. - Out of Service	9/13/2019 4:48 PM	* review company response *
	Frontier North Inc. - Out of Service	9/13/2019 4:48 PM	* sent urgent email *
	Frontier North Inc. - Out of Service	9/13/2019 4:48 PM	Resolution Comments: LM for cust - close case

	Frontier North Inc. - Out of Service	9/13/2019 4:48 PM	<p>cust stating her son is having issues with the phone the phone went out 9/11 he doesnt have cell service and is bles when they pick up the phone to call someone it doesnt have a dial tone. when you try to call them it just rings busy cust was given an order #009089111 and they were supposed to come 9/13 cust is needing this looked into and expedited adv cust of urgent ninvestigation icb</p>
	Frontier North Inc. - Out of Service	9/13/2019 4:48 PM	<p>I called the cust and left a message - adv that I am calling to confirm that their phone svc has been restored - adv of the company response - invited call back if they had any further questions.</p> <p>* On 9-12-19 a fiber cut was repaired that was caused by a combine. *</p>
<b>Subtotal</b>		5	
00542192	Frontier North Inc. - Missed Installation Appointment	9/14/2019 6:52 PM	Resolution Comments: mailed and emailed ISP letter

			<p>Description: My complaint concerns Frontier Communications. August 13, 2019, my husband and I contacted Frontier to add internet service to our phone line. We were scheduled for installation on 8/29/19 within a window of 8-12 AM. The technician did not show up for our install. At noon on 8/29/19, we had a 1 1/2 hour phone conversation with numerous representatives to find out when we could expect our technician. We were told there were 2 problems. . First, the service ticket was written incorrectly and second, the technician had reported our job as "completed" and as of that day, 8/29/19, we were been charged for the installation and Internet service!! We were rescheduled for 9/13/19 with a window of 1-5 PM. I requested a reversal of those charges until such time that we actually had the installation and Internet and was told Frontier could not halt those charges. Instead I would have to wait until I received our bill and spend more of my time calling them to have charges removed. The billing department would reverse the charges from 8/29 - 9/13, since installation had been rescheduled for 9/13. I phoned Frontier on 9/12 to confirm our 9/13 appointment and was assured we were scheduled. After waiting until 4:45, I phoned Frontier about our installer and was told he was running late but was still coming. At 6:15, when our installer was already over an hour late, I again phoned Frontier and was told the tech wasn't coming and, instead of calling me to let me know, the tech had texted me at 5:20. He texted our land</p>
	Frontier North Inc. - Missed Installation Appointment	9/14/2019 6:52 PM	
<b>Subtotal</b>		2	
00542441	Frontier North Inc. - Out of Service	9/16/2019 8:40 AM	Resolution Comments: ICB

	Frontier North Inc. - Out of Service	9/16/2019 8:40 AM	Customer calling because service went out on Saturday the 14th. Customer called Frontier and they will be out to address issue on 9/17. Customer thinks this is too long. Advised caller that the company needs time to schedule repair appointment. Customer states the service outage is an ongoing concern. Gave EA#. ICB
<b>Subtotal</b>		2	
00542473	Frontier North Inc. - Local Number Portability	9/16/2019 10:01 AM	Service address states MI got with CM and she will get back to me.

	<p>Frontier North Inc. - Local Number Portability</p>	<p>9/16/2019 10:01 AM</p>	<p>FN has been his serv provider. In the past 7 bus. days co. has serviced the line twice. The ph line is completely dead. Line has been down 4 1/2 days if it stays down today. Said that this is killing his business.</p> <p>Rc'd a call about 3 wks ago from ClearRate, was w/the understanding they were affiliated w/FN. He agreed to a change in provider. ClearRate is saying that FN is holding this up w/in their paperwork.</p> <p>Clear Rate is now to be his preferred serv provider and porting his number. Clear Rate is telling him that he should know have had any interruption in his serv to port his number to them. Caller said he needs his serv working. Twice FN sent out a repair man to fix this problem and still today he has no serv.</p> <p>Advd caller will need to send for invt., to determine what is going on w/the port request. FN told him they moved his business to Clear Rate. Caller is out of serv, FN is saying that they are coming back out to repair the line. Caller says this needs to be fixed, not sure if this is a repair issue or if this is a port request. Caller said he is really getting the "hustle"</p> <p>Caller said that he has to have his phones working, he can't operate his business w/out the phones.</p> <p>Expld will need to determine if this is a port issue and if not then this will be moved to a complaint against ClearRate and a repair issue.</p> <p>Advd per his request, will escalate as urgent, gave case number</p>
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	Frontier North Inc. - Local Number Portability	9/16/2019 10:01 AM	<p>I called the customer and left detailed message. I explained he called in September concerning service issues and porting issues. I received the following response from Frontier: Frontier advises Mr. [REDACTED] services were ported out to another provider as of September 12, 2019.</p> <p>Frontier's records show a trouble ticket was placed on September 13 by new service provider and repaired on September 16 as crossed connecting wires in the NID.</p> <p>Frontier spoke with [REDACTED] at the business location and verified services are working.</p> <p>I explained if he is still having service issues or any problems to contact me back. left call back info. close case.</p>
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			<p>Resolution Comments: t: I called the customer and left detailed message. I explained he called in September concerning service issues and porting issues. I received the following response form Frontier: Frontier advises Mr. [REDACTED] services were ported out to another provider as of September 12, 2019.</p> <p>Frontier's records show a trouble ticket was placed on September 13 by new service provider and repaired on September 16 as crossed connecting wires in the NID.</p> <p>Frontier spoke with [REDACTED] at the business location and verified services are working.</p>
	Frontier North Inc. - Local Number Portability	9/16/2019 10:01 AM	I explained if he is still having service issues or any problems to contact me back. left call back info. close case.
<b>Subtotal</b>		4	
00542481			
	Frontier North Inc. - Final / Initial Bill Issue	9/16/2019 10:21 AM	Cust calling because he is trying to cancel service with Frontier and has switched to Frontier. Customer has been unable to reach Frontier to cancel service. Gave EA#. ICB.
	Frontier North Inc. - Final / Initial Bill Issue	9/16/2019 10:21 AM	Resolution Comments: opened in error per M.G.
	Frontier North Inc. - Final / Initial Bill Issue	9/16/2019 10:21 AM	Cust did 3 way on his end and it appears that the escalation line is looping in to the regular customer service#. Gave case#. ICB.
<b>Subtotal</b>		3	

00542524	Frontier North Inc. - Repair Service	9/16/2019 11:32 AM	<p>██████ States there was a storm that knocked a pole down and the line is laying across the driveway. When he goes to the property he has to lift the line just to pull his car through.</p> <p>He's been calling Frontier and they won't respond or will act like they can't find it. He's even emailed the President's office with no response. He states he's been on the phone with them for the last month ever week and was suppose to send someone out on 9/11 and nobody came or called.</p> <p>This line also runs through a creek and the beavers have built a dam over the line.</p>
	Frontier North Inc. - Repair Service	9/16/2019 11:32 AM	<p>Gave name/case#/ICB/inv time line.</p> <p>I called customer and advised that Frontier states that the work was completed and that they confirmed with the customer that the work had been completed.</p>
	Frontier North Inc. - Repair Service	9/16/2019 11:32 AM	<p>He states that the work had been completed, but Frontier never confirmed with him that it was completed. He states that he had been working on this for 9 months and 10 minutes after he called the PUCO, Frontier called him because the PUCO had already contacted them. He states that he is very grateful for the assistance and from now on the PUCO will be his first call.</p>
	Frontier North Inc. - Repair Service	9/16/2019 11:32 AM	Resolution Comments: The work has been completed.
<b>Subtotal</b>	<b>3</b>		
00542582	Frontier North Inc. - Can't Contact Company	9/16/2019 1:16 PM	Caller states that he wants to reach a live person at the company and is unable - refer to co hotline - invited call back.

	Frontier North Inc. - Can't Contact Company	9/16/2019 1:16 PM	Resolution Comments: refer to hl - icb
<b>Subtotal</b>		2	
00542615			<p>customer called about an issue she's having with not being able to call her daughter. she says she attempt to call her daughter at [REDACTED], but the call does not go through. she says that she's tried calling multiple phone numbers with a [REDACTED] prefix and it doesn't work for some reason. she says she called Frontier and they say the issue is not on their line. she hasn't been able to call her daughter since 9/3/19. customer says that her daughter can call her, but she can't call her daughter. she says when she attempts to make the call, the line says the circuits are busy.</p> <p>her daughters phone company is Chillicothe Phone Company. she says that her phone company claims there is no issue on their end either because they haven't gotten many complaints about this.</p>
	Frontier North Inc. - Call Completion	9/16/2019 2:43 PM	i advised we can contact Frontier about this.
	Frontier North Inc. - Call Completion	9/16/2019 2:43 PM	Resolution Comments: LM ON VM TO CLOSE explained programming issue found and fixed. co. reported confirming issue resolved with customer and issued \$36.60 credit on Oct statement. icb
<b>Subtotal</b>		2	
00542661	Frontier North Inc. - Call Company First	9/16/2019 4:02 PM	Resolution Comments: rtc icb

	Frontier North Inc. - Call Company First	9/16/2019 4:02 PM	Caller states he ordered cable service through Frontier and they are billing him but they never connected the cable to the apartment complex. He says he has not been able to report the issue to Frontier because they have no phone numbers on the bill except for foreign speaking people. provided CSR# ICB.
<b>Subtotal</b>		2	
00542896			
	Frontier North Inc. - Out of Service	9/17/2019 9:20 AM	She is calling on behalf of her parents. She states the service has been out for 21 days. They have checked the inside lines. She states that there are many elderly people on this lane without service. She states the company was to come out last week to fix it, but they did not. She states they never received a phone call that they were not coming. The cell phones do not work or do not work good in that area. She and many other people have reported the problem and nothing has been done. This service needs to be fixed. I told her we will send as urgent but that does not mead the service will be repaired. I explained we are keeping track of the issue, as there are many people without service. I explained we will send as urgent and once we get a response will contact her back. she thanked for the help. I also advised her to tell anyone that has not called us to call us if they can have a family member or someone call on their behalf. she thanked for help.
	Frontier North Inc. - Out of Service	9/17/2019 9:20 AM	No answer on NIQ. LM on CBR # requesting call back if issue still ongoing.
	Frontier North Inc. - Out of Service	9/17/2019 9:20 AM	LM informing of co response. ICB if still experiencing any service issues or doesn't receive the credit.
<b>Subtotal</b>		3	

00542962			<p>Frontier</p> <p>Repair - Customer has been dealing with a continuous issue where her phone service is inconsistent, the line comes and goes, customer expressed the service has been out more than it's worked this month.</p> <p>The customer contacted Frontier several times throughout the month, no repair date is set, frontier only offers to adjust the bill.</p> <p>The customer expressed, they live in a rural area, spotty cellular service.</p> <p>The customer would like to know when her phone service will be fixed.</p>
	Frontier North Inc. - Repair Service	9/17/2019 11:36 AM	The customer is requesting we investigate, I provided the case number I provided my name, lcb.
	Frontier North Inc. - Repair Service	9/17/2019 11:36 AM	Resolution Comments: Confirmed service was working with the customer.
<b>Subtotal</b>		2	

00543053	Frontier North Inc. - Availability of Service	9/17/2019 2:52 PM	<p>Description: In 2016 we purchased two new Avaya phone systems from Frontier. We were never informed that there is a certain bandwidth needed to make these systems function properly. After three years of arguments with Frontier, they will no longer service our systems (unless we pay a lot more money to them). The systems lose connectivity everyday (sometimes multiple times per day) because Frontier doesn't provide us with the necessary bandwidth. The necessary bandwidth isn't even available from Frontier. They knew this before they even sold us the systems. We have been misled by them this whole time. Before we bought the systems, we were told that there would be no problems with the low-speed of the internet (we had asked ahead of time because we were concerned). Now Frontier is saying they aren't responsible for any trouble we have with our phones, lines, or systems. We are beyond frustrated and looking for assistance from the PUCO. We have two locations, two accounts, and two phone systems. I have only entered one account below.</p>
	Frontier North Inc. - Availability of Service	9/17/2019 2:52 PM	Subject: dishonest Frontier Communications
	Frontier North Inc. - Availability of Service	9/17/2019 2:52 PM	Left a message to have Dean call me back re: case.
	Frontier North Inc. - Availability of Service	9/17/2019 2:52 PM	Customer calling to discuss their concerns with Frontier. They will call back once they review my email and gather the information that they would like to have a discussion about.

	Frontier North Inc. - Availability of Service	9/17/2019 2:52 PM	Sent closing email to customer advising of co. response. That they can service the phone system still, but his warranty has expired. Also they are still waiting for his response on their offer to try to improve his bandwidth.  **Closing case
	Frontier North Inc. - Availability of Service	9/17/2019 2:52 PM	Resolution Comments: Emailed customer that PUCO does not have the authority to make Frontier service their phone system with no charge. Advised that their service is not BLES. Asked Frontier to reach out to the customer to try to resolve the dispute.  Close case.
<b>Subtotal</b>		6	

00543062	Frontier North Inc. - Out of Service	9/17/2019 3:05 PM	<p>Frontier - home phone &amp; long distance</p> <p>██████████ is calling the PUCO (again) about his home phone svc with Frontier</p> <ul style="list-style-type: none"> <li>-caller says they lose svc when temperatures reach 85 degrees and above &gt;&gt; have to wait until the weather cools down before the phone starts working</li> <li>-caller says it's the box (svcs about 100 customers) that's in a bad state of repairs and Frontier will not replace unless enough customers complain &gt;&gt; won't replace if one -or- two customers complain</li> <li>-caller says lately, the svc goes out 4/5 times a day, 4/5 days a week - from a few mins to several hours</li> <li>-caller says the svc usually goes out during the night</li> <li>-caller says he currently cannot report most recent outage b/c the tech has not closed the open ticket yet</li> <li>-caller says he live in a rural area &gt;&gt; no cell signal</li> <li>-caller says he has complained to the PUCO about this before</li> <li>-caller says he was provided a phone # to reach the OOP via #844/320-4445 x1122652, but when he dial the #s - all he get is vm</li> <li>-caller was advised that is sounds like he's dialing someone's extension within the OOP</li> <li>-caller was advised that the PUCO will have to contact Frontier about his telephone concerns</li> </ul> <p>-case # and timeline provided for future reference</p>
	Frontier North Inc. - Out of Service	9/17/2019 3:05 PM	<p>Email sent advising that the most recent repair was needed due to a bad line card. The other service outages have been caused by commercial power outages, which are power outages at the central office where the equipment needed to be reset. Frontier credited the customer's account \$63.91 for the service issues from July-Sept.</p>



<b>Subtotal</b>		2	
00543076	Frontier North Inc. - Billing Inquiry	9/17/2019 3:38 PM	<p>Frontier = home phone &amp; internet</p> <p>-caller says she lost svc on/about May 26 &gt;&gt; she was out of town until May 29</p> <p>-caller says when she arrived home and discovered her svc was still out, she called Frontier, and they promised repairs 2 weeks later</p> <p>-caller says during the 2 weeks she had no cell -nor- Internet svc either</p> <p>-caller says the tech did show up 2 weeks later, and determined that the problem was in the lines</p> <p>-caller says she heard about the 72 hour rule, and want to report that Frontier has not credited the acct for a full month credit</p> <p>-when asked, caller says home phone &amp; Internet</p> <p>-caller was advised that the rule applies to BLES only</p> <p>-caller says Frontier only offered a \$7 credit</p> <p>-caller inquiring if Frontier will pro-rate any charges/fees</p> <p>-caller was advised NJM for the PUCO and referred caller to EA hotline via 877/462-7320 for furtherance</p> <p>-invited call back, if necessary</p>
<b>Subtotal</b>		1	
00543130	Frontier North Inc. - BLES – Out of Service	9/17/2019 10:06 PM	<p>Left voicemail advising of co. repairs made to restore service. Also advised of \$36.82 credit being applied to account. ICB</p> <p>**Closing case</p>

			<p>Description: I understand Frontier Communications may be held accountable for its neglect of the customers that depend on Frontier for reliable landline phone service. I want to add our latest experience with Frontier to your collection of complaints against the company.</p> <p>My husband and I are both in our 70's and both have health issues. We live in an area where cell service is unreliable so we depend on our land line in case of emergencies.</p> <p>On 8/22/19, I discovered we had no dial tone on our landline phone so I called Frontier to try to get them to fix our phone. They gave me trouble ticket # 9068950 and said the earliest they could give us a repair appointment was 8/31/19. 8/31/19 came and went with no word from Frontier. I called them back on 9/3/19 and was told they would come out the next day (9/4/19). Again, 9/4/19 came and went with no word from Frontier. I called them back on 9/5/19 and again was told someone would be out the next day (9/6/19). After this, I started receiving text messages changing my appointment to 9/10/19 then to 9/11/19 then to 9/13/19. No one showed on any of these dates. After that the text messages just said they had dispatched a technician to fix our phone. Our phone was finally fixed on 9/16/19, 25 days after I first reported the outage.</p>
	Frontier North Inc. - BLES – Out of Service	9/17/2019 10:06 PM	
	Frontier North Inc. - BLES – Out of Service	9/17/2019 10:06 PM	Subject: Land Line Telephone Outage
	Frontier North Inc. - BLES – Out of Service	9/17/2019 10:06 PM	Resolution Comments: Left vm advising of repairs and credit of \$36.82.
<b>Subtotal</b>		<b>4</b>	

00543408	Frontier North Inc. - Out of Service	9/18/2019 8:10 AM	<p>customer called, stated that she has a complaint against Frontier. she says that her phone has been out since 9/13/19. she says it's only been active one day out of the entire month. she says it was on for one day on 9/12/19, and then went back out on 9/13/19. she says that this is an ongoing issue and it has not gotten any better.</p> <p>she says the outage occurs when it rains, and sometimes even when it doesn't rain. she says that she has filed petitions against Frontier too.</p> <p>she says they never given her a full months credit for the outage in the five years she's been here. she says that every now and then they will take a few dollars off of her amount due. she says they even told her once that they had no record of her calling in to report outages.</p> <p>her bill amount is \$67/mo for basic phone service.</p> <p>she says she received a text on 9/16 that they were working on it, but no one has sent a text that it has been fixed yet. she says Frontier even had her name wrong in their system.</p> <p>i advised we can contact Frontier about the outage history and the repair, and also inquire about a credit.</p>
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	<p>Frontier North Inc. - Out of Service</p>	<p>9/18/2019 8:10 AM</p>	<p>customer calling about case.</p> <p>I advised that the company states that the service is working, but they stated that they were unable to confirm with the customer that the service is working.</p> <p>She states that the service is working. She states that she spoke to Frontier and said that she did not wish for the ticket to be closed until she was credited for the whole month of service. Frontier advised that they would give her a credit for the ticketed days. She states that when she called the PUCO she was told that she would be credited for a whole month is the service was out for 72 or more hours.</p> <p>I advised that the credit depends on what type of service the customer has. I advised that according to the company's response the customer has non-BLES, which the company is not required to issue a whole month of credit for.</p> <p>She states that she should have 5 years of free service for how much her phone is out of service. She states that her service is out when it is wet or dry. She wants a free month of service.</p> <p>I advised that the PUCO can reach out to the company to find out how much of a credit the company is willing to issue. However, the PUCO cannot demand that the company issue a</p>
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		<p>co response.</p> <p>Ms. [REDACTED] service has been repaired effective 9-20-19. The problem was isolated to a bad line card. I had many attempts to speak with Ms. [REDACTED] and left messages and spoke with her daughter on 9-24 however I wanted to confirm her [REDACTED] satisfaction before closing. Ms. [REDACTED] called into customer service and was given an adjustment in the amount of \$50.05 on 9-26-19 and the adjustment will appear on the October 2019 bill statement. Ms. [REDACTED] is not a bles customer.</p> <p>18 month repair history:</p> <p>9-18-19 NDT 9-20-19</p> <p>9-14-19 bell doesn't ring , can't call out 9-16-19 wet cable</p> <p>9-7-19 NDT, STOL equipment failure</p> <p>5-29-19 ndt 6-2-19 commercial power failure</p> <p>12-28-18 ndt 1-5-19 commercial power failure</p>
	Frontier North Inc. - Out of Service	9/18/2019 8:10 AM
	Frontier North Inc. - Out of Service	9/18/2019 8:10 AM
		Resolution Comments: LVM to close, advised co states service restored and credit of \$50.05 on oct billing. ICB
<b>Subtotal</b>		4

00543430	Frontier North Inc. - Out of Service	9/18/2019 9:52 AM	She purchased Frontier service 3.5 years ago and it is terrible. She states that in August she had 2 trouble ticket numbers and went 18 days without telephone service. She was out September 7-9. The service went out again on September 14. She states that each time the service goes out Frontier advised that it is a service wide outage and they are working on permanent repairs. She states that she gets credits, but she still has to pay taxes and fees, which does not seem fair.
	Frontier North Inc. - Out of Service	9/18/2019 9:52 AM	I advised of the investigative process. LM informing of co response that the service issue has been resolved and a \$36.60 credit has been provided.
	Frontier North Inc. - Out of Service	9/18/2019 9:52 AM	ICB if she's still having any service issues or the credit is not rcvd.
<b>Subtotal</b>		2	

00543463	Frontier North Inc. - Out of Service	9/18/2019 11:29 AM	<p>Account number - Not available.</p> <p>The customer's landline service has been out for 4 days/no dial tone.</p> <p>The customer has contacted the company, no resolution as of yet.</p> <p>The customer expressed his frustration, as his billing is setup on auto-pay so Frontier gets their monthly payment on time as expected, but in return he's receiving a service which is not reliable.</p> <p>The customer expressed, when Frontier sends technicians out for repair, they send a text message stating the repair was completed, but the phone still doesn't work.</p> <p>The customer explained, the service goes out at least 3 to 4 times per month, and the outages stretch out for days into weeks.</p> <p>The customer would like to know when Frontier will correct the service issues and also believes he is owed a credit for at least 2 months of service.</p>
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			Frontier interim response received September 19, 2019:
	Frontier North Inc. - Out of Service	9/18/2019 11:29 AM	Complaint received, non bles customer with package and features. I did call customer and spoke with fiancé [REDACTED]. She is not authorized but I did leave my contact information with her to give [REDACTED].  There was not an open trouble ticket on file-last ticket was closed on 8-3-19. [REDACTED] did say that the phone was not working so I entered a TT. Will keep you updated.
	Frontier North Inc. - Out of Service	9/18/2019 11:29 AM	sent letter. RJS.
<b>Subtotal</b>		3	
00543494	Frontier North Inc. - Out of Service	9/18/2019 12:37 PM	Resolution Comments: 9-20-19...Left a message on non recorded line in error and advise that it was a central office issue and was fixed the same day on 9-16-19.



	<p>Frontier North Inc. - Out of Service</p>	<p>9/18/2019 12:37 PM</p>	<p>From: Ernst, Amanda [amanda.ernst@ftr.com] Sent: 9/20/2019 11:27 AM To: contactthepuco@puco.ohio.gov Cc: amanda.ernst@ftr.com Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00516252 [ ref:_00Dt0GzXt._500t0KDBlw:ref ]</p> <p>Frontier advises that Ms. [REDACTED] has not reported any further issues until this recent ticket. The repair that had been completed on 6-27-19 did fix and restore Ms. [REDACTED] service. Ms. [REDACTED] reported no dial tone on 9-16-19. On 9-16-19 it was determined that a switch in the Central office was down and a technician was able to restore the service the same day on 4:30pm. No credit required or provided. We spoke to Ms. [REDACTED] on 9-19-19 and confirmed working service.</p> <p>Previous closure :</p> <p>This is not a bles account Toll with features. No inside wire maintenance. No notes to indicate if anyone checked NIJ to confirm not a CPE issue. No dial tone reported 6-21-19. 6-27-19 Frontier replaced bad module. We spoke to Ms. [REDACTED] on 7-1-19 and confirmed working service. Customer relations credit of \$9.08</p>
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			<p>NOTES CREATED 9-16-19 on case 516252.</p> <p>The customer said the service is back out again. This is not fixed. They are saying the problem is outside. She needs a permanent fix. When her mother passed away, no one could reach her due to her no having a phone, so she did not know about her mother's accident that happened on a Thursday and her mother passed on the next day, Friday...</p>
	Frontier North Inc. - Out of Service	9/18/2019 12:37 PM	Advised I would let her investigator know that the issue has not been resolved.
<b>Subtotal</b>		<b>3</b>	
00543838	Frontier North Inc. - Call Company First	9/19/2019 8:18 AM	<p>-caller is trying to reach Frontier, but the phone #s she have to call don't work for her</p> <p>-provided EA hotline (877/462-7320) info for furtherance</p> <p>-invited call back, if necessary</p>
<b>Subtotal</b>		<b>1</b>	

00543910

The customer was switching her phone service from Frontier to Spectrum.

7/19/2019 - Spectrum technician went to the customer's home to install the service, but she was notified by the technician, the installation cost would be \$3200 to drop a line.

The customer refused, but her Frontier phone number was ported from Frontier to Spectrum 24 hours prior to spectrum's installation.

NIQ [REDACTED]

The customer has been without her phone service since 7/19/2019.

The customer has contacted Frontier, which informed Spectrum has the phone number, the customer contacted Spectrum, which informed Frontier has the phone number.

The 2 companies are placing the blame on each other, the customer is caught in the middle, left without phone service and her phone number of over 20 years.

Frontier North Inc. - Local  
Number Portability

9/19/2019  
11:19 AM

I contacted the escalation line, spoke with MC which advised we take as an investigation under Spectrum.

Frontier North Inc. - Local  
Number Portability

9/19/2019  
11:19 AM

Reviewed co. rsp from both spectrum and FN. Will need to draft a letter to cls case

			<p>RESPONSE FROM TW;</p> <p>Our billing system indicated that Ms. [REDACTED] address was serviceable in error.</p> <p>A prior agent scheduled an installation for July 19, 2019. The telephone number was scheduled to be ported over during the installation on July 19, 2019.</p> <p>A technician did not follow the proper installation cancellation process, and the number was ported to Charter on July 19, 2019.</p> <p>Our records indicate that Ms. [REDACTED] telephone number was successfully returned to her other carrier on July 23, 2019. Please note that feedback was provided to the appropriate departments for improvement purposes.</p> <p>Upon receipt of this complaint, we attempted multiple times to contact Ms. [REDACTED] to discuss her concerns – we were not successful in speaking with her.</p> <p>A letter was sent to her requesting a return call. Ms. [REDACTED] should contact our representative, Matt, at (803) 744-5633 if she wishes to still discuss this matter.</p> <p>WILL CONTACT FRONTIER TO VERIFY WHAT'S GOING ON W/THIS NUMBER AS I TRIED TO CALL AND RC'D MESSAGE THAT THE CALL COULD NOT BE COMPLETED AS DIALED.</p>
	Frontier North Inc. - Local Number Portability	9/19/2019 11:19 AM	
	Frontier North Inc. - Local Number Portability	9/19/2019 11:19 AM	Approved letter sent, cls case
<b>Subtotal</b>		4	

00543942			<p>Calling back, states she called EA and her daughter still cannot get a phone.</p> <p>Trying to get phone put in for daughter who lives next door, but is in her name.</p> <p>Co told her all ports are taken up and no wiring available.</p>
	Frontier North Inc. - New Service	9/19/2019 12:27 PM	Advised would open investigation and provided case number and time frame.
	Frontier North Inc. - New Service	9/19/2019 12:27 PM	* sent initial email *
			<p>Caller called Frontier to start service in early August Co advised due date of Aug 13(she thinks) Co did not show- She got a new date of Aug 22</p> <p>Caller states tech came and advised no ports available- and a new cable would need to be run. Caller states the Co advised they would submit the work order Co advised of new date for Sept 13 but no one showed up. Caller called Co and was advised there are no ports available</p>
	Frontier North Inc. - New Service	9/19/2019 12:27 PM	Advised of Ea
	Frontier North Inc. - New Service	9/19/2019 12:27 PM	Resolution Comments: Advised of Ea
	Frontier North Inc. - New Service	9/19/2019 12:27 PM	* review interim company response *
	Frontier North Inc. - New Service	9/19/2019 12:27 PM	* review company response *
Frontier North Inc. - New Service	9/19/2019 12:27 PM	* I called the cust - recording states, memory full to call again - will try back at a later date. *	

	Frontier North Inc. - New Service	9/19/2019 12:27 PM	* edit ltr - place ltr in mail box - close case *
	Frontier North Inc. - New Service	9/19/2019 12:27 PM	I called the cust - recording states that they are not available to take the call - to try again.
	Frontier North Inc. - New Service	9/19/2019 12:27 PM	Resolution Comments: ltr to cust - close case
	Frontier North Inc. - New Service	9/19/2019 12:27 PM	* draft letter *
<b>Subtotal</b>		<b>11</b>	

00543971	Frontier North Inc. - Repair Service	9/19/2019 1:34 PM	<p>CC response.</p> <p>Ms. [REDACTED] has a non bles account, she has a phone package.</p> <p>08/17/19-reported no internet-phone-8/26/19-tech closed the ticket out under a common cause in error</p> <p>09/02/19-reported no dial tone still-09/03/19-cut cable repaired-confirmed service working with customer</p> <p>Credit of \$33.08 was issued for the outage and it appeared on the customers September bill</p> <p>Repair history</p> <p>11/29/18-reported no dial tone-12/02/18-customer canceled ticket</p> <p>10/06/18-reported no dial tone -10/11/18-cable repaired</p>
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	Frontier North Inc. - Repair Service	9/19/2019 1:34 PM	Frontier/Customer states that her landline phone service was out for 18 days and it is working now. She states the technician told her that nobody should be out for more than 20 minutes for this kind of problem. She states it took 18 days. She states husband is very ill and they rely on landline phone service and the cell phone does not work. She states that the service is getting worse and worse. I told her it is an issue and we are tracking this problem. I explained BLES, what our rules cover, she states she does have internet with the service and they only gave her a credit of 24.00. I told her that we would not be able to make them give her more as she has package with internet. She states her husband is 87 and has medical issues and I recommended she contact the company and request the medical forms just to have them on file with the company. She states she will do that. She also states that she reported the phone out on 8/17/19 and several times after that but they told her she did not and she did. She was told they did not have a live ticket from them and other excuses. The service was finally repaired on 9/3/19, but she wants to lodge a complaint against them. I told her we can contact them and find out why it took so long to fix the service. She thanked me for that. I explained co has 10 business days to respond and inv will contact her back once received. She thanked for help.
	Frontier North Inc. - Repair Service	9/19/2019 1:34 PM	Resolution Comments: Called to close, verified service restored. Advised of credit \$33.08 on Sept Bill. Caller thanked ICB
<b>Subtotal</b>		<b>3</b>	



00544010	Frontier North Inc. - Non-Jurisdictional Matter	9/19/2019 3:20 PM	cust calling about internet complaint adv njm referred to ea and fcc gave numbers icb
	Frontier North Inc. - Non-Jurisdictional Matter	9/19/2019 3:20 PM	Resolution Comments: referred to ea and fcc
<b>Subtotal</b>		2	

<p>00544252</p>	<p>Frontier North Inc. - Disconnect Issues</p>	<p>9/20/2019 8:10 AM</p>	<p>cc response.</p> <p>On August 1, 2019 Ms. [REDACTED] was sent a reminder notice that she owed \$409.30 that needed to be paid by August 16, 2019 to avoid disconnection of services.</p> <p>Services were temporarily disconnected on August 19, 2019.</p> <p>On September 2, 2019 Ms. [REDACTED] was sent another reminder notice stating if payment of \$213.66 was not received by September 17, 2019 the account would be permanently disconnected.</p> <p>On September 11, 2019 Ms. [REDACTED] called and advised she would pay \$212 on September 13, 2019</p> <p>On September 16, 2019 Ms. [REDACTED] call for payment arrangements and was advised since the account was already temporarily disconnected payment would have to be received by September 17, 2019.</p> <p>Payment was not received on September 17, 2019 and service was permanently disconnected.</p> <p>Payment was received on September 19, 2019 but account still maintains a balance.</p>
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	Frontier North Inc. - Disconnect Issues	9/20/2019 8:10 AM	<p>customer called, stated that she has a complaint. she says Frontier disconnected her phone service in August according to one Frontier rep. she says that she has a statement in front of her that told her she would need to pay \$213.66 by 9/17/19 to avoid disconnection. she says she called Frontier well before 9/17/19 and asked them could she pay the \$213.66 amount on 9/20/19 and avoid service interruption, and they told her yes, and that she would be required to pay the remaining balance of \$86 within a couple weeks..</p> <p>she says she actually paid the \$213.66 yesterday and this morning she called Frontier and they told her the account has been closed and she would need to start a new account with a totally new service. she says she can't believe they lied to her and that they are able to get away with this.</p> <p>she says that now they are telling her she would need to pay \$87 to start new service, and that it would only be BLES with no internet access. her prior service had internet available.</p> <p>she says that she doesn't have reliable cell phone service and the reception is spotty.</p> <p>i advised we can contact Frontier about this matter. also gave her the EA# to see if they could assist. ICB.</p>
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<p>Frontier North Inc. - Disconnect Issues</p>	<p>9/20/2019 8:10 AM</p>	<p>Resolution Comments: Called to close, VM on cell. advised customer August 1, 2019 co sent a reminder notice that she owed \$409.30 that needed to be paid by August 16, 2019 to avoid disconnection of services.</p> <p>Services were temporarily disconnected on August 19, 2019. September 2, 2019 co was sent another reminder notice stating if payment of \$213.66 was not received by September 17, 2019 the account would be permanently disconnected. On September 16, 2019 call for payment arrangements and was advised since the account was already temporarily disconnected payment would have to be received by September 17, 2019.</p> <p>Payment was not received on September 17, 2019 and service was permanently disconnected. \$89.15 is needed to be paid on this account. Ms. [REDACTED] will have to reapply for new service as it is a permanent disconnect. A deposit may be required.</p>
<p>Frontier North Inc. - Disconnect Issues</p>	<p>9/20/2019 8:10 AM</p>	<p>customer vm, co didn't give her old number back call back at 513-7960228. ***** Called customer back, Caller was told could have phone number back, told would be w/in a week. Has been advised different things by different reps. Caller states she paid The 89, but also received a credit. caller is providing conflicting information about payment history.</p>
<p>Frontier North Inc. - Disconnect Issues</p>	<p>9/20/2019 8:10 AM</p>	<p>advised would reach back out to the co and provide an update when available.</p> <p>Cust called back regarding case, states she did not get entire vm. Transferred to MH.</p>

	Frontier North Inc. - Disconnect Issues	9/20/2019 8:10 AM	Resolution Comments: LVM advising co was able to get her old number back. ICB
<b>Subtotal</b>	6		
00544253			<p>Frontier</p> <p>9/18/2019 - BLES Service out</p> <p>Customer is of the senior community 86 years of age, her husband recently had surgery on 9/17, cellular service is spotty.</p> <p>The customer expressed the importance of her phone service to communicate with doctors and other medical professionals regarding her husband's condition.</p> <p>The customer contacted Frontier, no resolution.</p>
	Frontier North Inc. - Out of Service	9/20/2019 8:13 AM	The customer is requesting we investigate, I provided the case number, I provided my name, lcb.
	Frontier North Inc. - Out of Service	9/20/2019 8:13 AM	Reviewed interim response
	Frontier North Inc. - Out of Service	9/20/2019 8:13 AM	Called the customer to go over the company response and close. She confirmed that her service had been restored last Friday. Advised that Frontier would be sending her a medical form. Also provided ea number for future reference. Invited a call back.
<b>Subtotal</b>	3		

00544276			<p>Frontier has had a lot of trouble with the phone lines and having issues with frontier coming out to fix the issue. Stated it has gotten from bad to worse and is not weather related. Has a lot of static trouble. Feel their equipment is "over the hump" and needs updated. Stated usually it is a programming or system issues. Stated he is unsure how to get it fixed but it is becoming an issue. At the moment they are not having the issues. At the beginning of the week, about Saturday evening, they were unable to receive calls and frontier came out Wednesday and repaired the service. About 2 weeks before that they were having other phone issues. Stated this whole year they have been out a total of 3 weeks on and off. Stated they have continued to fuss to them about it. Stated for the most part when the techs come out it is a different issue due to being an old system.</p> <p>Cust stated in June there was a storm and a line fell. He stated since then a temp line was put in and laying on the ground. Stated they were going to put the line underground and the digging has bee performed but the line is just laying on the ground. Stated this is a temp line and he contacts them all the time and Frontier puts in a ticket but still no one has come out to put in the line underground.</p>
	Frontier North Inc. - Repair Service	9/20/2019 9:42 AM	Advised cust we can contact frontier regarding the line and also the quality of service.
	Frontier North Inc. - Repair Service	9/20/2019 9:42 AM	Im w/ co-worker. provided # and invited call back regarding response.

	Frontier North Inc. - Repair Service	9/20/2019 9:42 AM	Resolution Comments: spoke with customer. He wanted to know what was going on with getting internet services into rural areas I advised internet is NJM. He wanted to know where his choices are. I explained other companies would have to want to provide service to his area He could call any company he wants to have to inquire about them providing service to him. Explained company addressing each issue when reported and does not appear to be the same issue each time. all noted complaints were different.
	Frontier North Inc. - Repair Service	9/20/2019 9:42 AM	-returning [REDACTED] call -with permission, call was routed over to vm
<b>Subtotal</b>		4	
00544285	Frontier North Inc. - Repair Service	9/20/2019 10:07 AM	cust stating shes trying to place a telephone call and it wont go through. cust gets a recording saying to check the number and dial again but its correct cust stating it happened 5x today cust was able to call puco cust said if shes call the same area code it wont allow it and sometimes shes charged a long distance call. cust hasn't called frontier referred to ea
	Frontier North Inc. - Repair Service	9/20/2019 10:07 AM	Resolution Comments: referred to ea

	Frontier North Inc. - Repair Service	9/20/2019 10:07 AM	ICB Customer calling back, states FN left message they were testing the service and everything went through fine. What ever they did it stopped computer and other electronics. Caller states she only had a short time with landline, asked what she meant, she said she can speak on her phone, but then it dies. advised it sounds like an internet issue and she may need a new phone. got caller over to OOP.
<b>Subtotal</b>		3	
00544326	Frontier North Inc. - Out of Service	9/20/2019 11:46 AM	Customer is calling about Frontier. His phone is out of service. He doesn't know how long it has been but he has medical concerns and needs the service restored ASAP. The company is supposed to have a technician there tomorrow. He has not submitted the medical form the company wants, only orally. Advised that I would take a s an urgent investigation to confirm that the company will be there tomorrow and to have a medical form sent out. Provided case ID and advised that I would be back in touch as soon as I received a response.



	Frontier North Inc. - Out of Service	9/20/2019 11:46 AM	Called the customer at the NIQ to go over the company response and close. Reached busy signal. Called the customer at the alternate number to go over the company response and close. Reached voice mail. Left message advising that Frontier reported that his outage was the result of a cable cut in a car crash and that his service was restored on 9/23/19. Advised that, although I realize that having his service was most important, the company did agree to extend a small courtesy credit to his account of \$6.62. Also advised that Frontier had mailed him the medical form to fill out so that he would get priority for future outages. Advised that I would close the investigation at this time. Invited a call back with any questions about this matter or any future utility concerns. Left hotline number and case ID.
<b>Subtotal</b>		2	
00544346	Frontier North Inc. - Non-Jurisdictional Matter	9/20/2019 12:46 PM	Resolution Comments: emailed/mailed isp letter
	Frontier North Inc. - Non-Jurisdictional Matter	9/20/2019 12:46 PM	Call was transf. to the escalations line. Caller reiterated the same as what was said to staff. Advd the letter was reviewed by a sup prior to sending. Caller stated that FN is a LEC and that this should be incld w/in PUCO's jurisdiction and she just kept repeating this. Advd that she can word it however she'd like, but it doesn't change the PUCO's position. She said she's glad that she doesn't live in the state of Oh. She said, I guess we are done here and we terminated the call.

	Frontier North Inc. - Non-Jurisdictional Matter	9/20/2019 12:46 PM	<p>██████████ is calling the PUCO in reference to case 00544346</p> <p>-caller was advised that Internet svc is not regulated by the PUCO</p> <p>-caller's stance is that her complaint is against Frontier, who is a Telco and it's about DSL, which is attached to a phone line, therefore the PUCO does have juris</p> <p>-caller was advised that the PUCO juris is over BLES</p> <p>-furthermore, caller was advised that her info was reviewed by supvr who approved the ISP merge ltr to be sent to her</p> <p>-caller was placed on hold while Intake Rep consulted with CM, via Escalation line</p> <p>-call was routed over to CM for furtherance</p>
	Frontier North Inc. - Non-Jurisdictional Matter	9/20/2019 12:46 PM	<p>Description: Enterprise confirmed with Frontier on 7/16/19 that DSL was billing on account ██████████. Our records indicate that a disconnect request for the DSL was , submitted on 11/23/2015, order number: 36553450. Frontier failed to disconnect the DSL and stop the charges. We opened a bill dispute for a credit going back to the date of the original disconnect and this was denied. We believe Frontier failed in their duty to fully disconnect the DSL and should be held accountable and responsible for reimbursement of all charges. The DSL has since been disconnected effective 7/31/19. Thank you.</p>
<b>Subtotal</b>		4	
00544352	Frontier North Inc. - Out of Service	9/20/2019 1:24 PM	interim update received

	Frontier North Inc. - Out of Service	9/20/2019 1:24 PM	<p>██████████ is calling to report that she has not had a dial tone on her home phone for the past 3 months</p> <p>-when asked, caller says, Yes - she called Frontier and reported it, but she wasn't able to speak to a 'live' person and the phone system kept saying that she'll need to be home/available and requiring her to set-up a day and time for the tech to come inside her home, but she work and hasn't been able to do so yet</p> <p>-caller says she don't understand why Frontier continue to bill her every month when they know she's been out of svc</p> <p>-when asked, caller says all she pay Frontier for is home phone svc</p> <p>-when asked, caller does have a cell phone that she's using to call the PUCO</p> <p>-referred caller to EA hotline to report her out of svc issue &gt;&gt; contact info provided</p> <p>-in the meantime, forwarding case to investigations as Urgent b/c she's had no home phone svc in 3 months</p>
	Frontier North Inc. - Out of Service	9/20/2019 1:24 PM	Resolution Comments: SPOKE WITH CUSTOMER TO CLOSE verified service repaired, credit provided.
<b>Subtotal</b>		3	
00544429	Frontier North Inc. - Final / Initial Bill Issue	9/20/2019 4:13 PM	Resolution Comments: ICB customer calling because she cancelled service with Frontier on 8/1 and she got another bill. Customer not sure if this is the final bill. Gave EA#. ICB
<b>Subtotal</b>		2	

00544434	Frontier North Inc. - Call Company First	9/20/2019 4:43 PM	CALL BACK > [REDACTED] is calling back to say that the phone # [REDACTED] provided her is just like the other phone # she had to reach Frontier >> caller says the phone # is no good!! -caller was provided #877/462-7320 to reach Frontier's EA hotline -invited call back, if necessary
	Frontier North Inc. - Call Company First	9/20/2019 4:43 PM	caller could not get through IVRU to report outage from yesterday. referred to repair # icb
	Frontier North Inc. - Call Company First	9/20/2019 4:43 PM	Resolution Comments: RTC repair #
	<b>Subtotal</b>	3	
00544498	Frontier North Inc. - Quality of Customer Service	9/21/2019 8:35 AM	Description: Ordered a second phone line and internet service Sept 16. On Sept 16, they never arrived to install, and cancelled my only telephone and internet service. No phone for 3 days. Called every day and they now have cancelled the second appointment, have not reconnected the original service or installed the new service. Different excuse every time I call. Now they are saying middle of October to get service. My dad had heart attack, stroke in May and needs the phone line.
	Frontier North Inc. - Quality of Customer Service	9/21/2019 8:35 AM	Frontier advises that there was confusion with the second order replacing the original account of [REDACTED] which generated an order to disconnect this line on 9/19/19. Frontier advises that [REDACTED] was restored on 9/21/19
	Frontier North Inc. - Quality of Customer Service	9/21/2019 8:35 AM	Resolution Comments: left vm, see comments

	Frontier North Inc. - Quality of Customer Service	9/21/2019 8:35 AM	<p>Frontier advises that an order was placed on 9/19/19 to install the second line number [REDACTED] with a due date of 9/21/19.</p> <p>Frontier found no records of this order being scheduled for 9/16/19.</p> <p>A text message notification was sent to Ms. [REDACTED] on 9/19/19 to confirm the appointment for 9/21/19.</p> <p>Frontier did not receive a response so a second text message was sent on 9/20/19 which was confirmed by Ms. [REDACTED] on 9/20/19.</p> <p>The installation for the second line was completed on 9/21/19.</p> <p>Frontier advises that there was confusion with the second order replacing the original account of [REDACTED] which generated an order to disconnect this line on 9/19/19.</p> <p>Frontier advises that [REDACTED] was restored on 9/21/19.</p>
<b>Subtotal</b>	4		
00544503	Frontier North Inc. - Non-Jurisdictional Matter	9/21/2019 2:26 PM	Asked to forward for investigation vs NJ. Need clarification there is no BLES. RJS
	Frontier North Inc. - Non-Jurisdictional Matter	9/21/2019 2:26 PM	subject field said for internet
	Frontier North Inc. - Non-Jurisdictional Matter	9/21/2019 2:26 PM	per frontier-This customer is Internet only – does not subscribe to telephone service.

	Frontier North Inc. - Non-Jurisdictional Matter	9/21/2019 2:26 PM	Description: I have been without service since August 26th. Opened a ticket on August 29th. Frontier was to service my home on Sept 17th with no technician showing. Upon calling they canceled our appointment. Another appointment made for Sept 19th with no one showing and then again on 20th and 21st with no one showing. Upon several phone calls our service ticket is still pending. No adjustments to bill have been made and have been unable to get a resolution. Very poor customer service.
	Frontier North Inc. - Non-Jurisdictional Matter	9/21/2019 2:26 PM	Resolution Comments: called to close, see comments
	Frontier North Inc. - Non-Jurisdictional Matter	9/21/2019 2:26 PM	spoke wit cust: per frontier-This customer is Internet only – does not subscribe to telephone service. Explained to cust we have NJD over internet service. Cust stated it was fixed a few days ago and she received a call from a rep at frontier
<b>Subtotal</b>		6	
00544513	Frontier North Inc. - Billing Dispute	9/22/2019 4:41 PM	Test case
	Frontier North Inc. - Billing Dispute	9/22/2019 4:41 PM	Resolution Comments: Closed to test resolution comments
	Frontier North Inc. - Billing Dispute	9/22/2019 4:41 PM	Testing case comments auto task function
<b>Subtotal</b>		3	

00544736	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	<p>██████████ called in regarding her mother and brothers service being out again. she says she filed a complaint about this last month too and it was working the whole time up this this past weekend when it went back out. she says she cant get ahold of her brother now. she says that they both have health issues and need their phone service.</p> <p>she says she doesn't have the account info, so she hasn't reported it to American Broadband.</p> <p>account is in the name of ██████████</p> <p>i advised we will send this for an investigation. gave her the case id.</p>
	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	Reviewed the company interim response and set follow up for tomorrow. Called customer line and it still rings busy.
	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	Please reach out to new provider - FTR.

	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	<p>From: Stewart, Robert [mailto:ROBERT.E.STEWART@rnc.com]</p> <p>Sent: Friday, October 18, 2019 12:40 PM</p> <p>To: Anderson, Daniel &lt;Daniel.Anderson@puco.ohio.gov&gt;</p> <p>Cc: Mabra, Kelly &lt;kelly.mabra@puco.ohio.gov&gt;</p> <p>Subject: RE: URGENT CASE #: 00544736</p> <p>Dan,</p> <p>I talked with customers daughter. We show service is good to the NID. The daughter and her son are traveling to the customer location this evening. We have asked them to plug the telephone into the NID and see if they can place/receive calls. She shared that they had the house recently rewired including telephone cable.</p> <p>They are not going to be at the customers hoe until late this evening. I gave them my cell phone number to contact me in regards to testing the NID this evening or tomorrow AM. If we find there is not dial-tone at the NID, then I will have a technician dispatched to fix the line.</p> <p>Once the line is fixed, the order for telephone service and internet service will be split from one order to two. We will port in the TN from ABT and establish telephone service under Frontier. The internet order requires additional work to be done and is holding up the telephone service. The internet</p>
	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	<p>Called the customer's sister and explained that we are waiting on Frontier to respond. She said that Frontier is saying her brother owes 180.00 and they had Frontier.</p>



	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	<p>Joann calling back about the service. I was verifying the info with her and the actual company is American Broadband. I explained I see notes on the case and something has been sent to the company and we are still waiting on a response. Customer was hard to understand as her phone kept cutting in and out, she was on cell , wifi. She states that he has medical issues and needs his service. I told her I do understand and we are aware of the issues with this company however, we can not make them do anything faster. I explained that I will note the info and she asked if there was another phone co the customer could go with and I told her there is a small portion of the county service by Minford. I told her I will note the account and that the service is still not working and has been out a month. she thanked fo rhelp. she wanted to know if we had her phone number and I gave her the contact mobile number we have on file and she states that is hers. I told her once we get information we will contact her. she thanked for help.</p>
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	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	<p><b>**Phone cutting in and out**</b></p> <p>██████████, customer's sister, states that her brother is in a wheelchair and he has been without phone service for over a month. She states that she called ABT and they advised that his service had been winbacked by Frontier. She called Frontier and they advised that someone was on the premises doing work yesterday, but no one was ever there. She states Frontier also told him that he owes \$180, but he has never received service from them. and they do not know what the bill is for. She states that initially they wanted phone and cable installation, but they only care about the phone right now because the wi-fi telephone service is spotty and he needs home phone service to call for help if necessary.</p> <p>I advised that KM did receive the same information from ABT. I advised that KM has reached out to Frontier as an urgent case, but no response from Frontier has been received. I advised that I will make note that the customer would like contacted on the mobile number as soon as a response is received.</p>
	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	<p>Resolution Comments: Left message on NIQ on non recorded line in error. Advised that the wiring in basement caused the issue. Advised that NID will be replaced today.</p>

	<p>Frontier North Inc. - Out of Service</p>	<p>9/23/2019 10:06 AM</p>	<p>OR SEND E-MAIL TO DS@FRONTIER.</p> <p>Bob,</p> <p>I'm just following up on the e-mail below. The customer has health issues and no telephone service. What is the status of the installation order? When does Frontier expect to have the landline service working? Please provide an update today.</p> <p>Sincerely,</p> <p>Daniel Anderson  Public Utilities Commission of Ohio  Service Monitoring and Enforcement Department  Public Utilities Administrator  (614) 995-0444  PUCO.ohio.gov</p> <p>–</p> <p>Original Message -----  From: PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]  Sent: 10/7/2019 9:04 AM  To: amanda.ernst@ftr.com</p>
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	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	Spoke to ██████ n (nephew) and he said they called Frontier and they said that got a call from American Broadband and this is why they have no service. Frontier does not have the provisions to provide service. They were told that Frontier would not be able to handle the issue until November. The customer wants Frontier due to the internet service they need. This is unacceptable. There has not been service for over 30 days. The company keeps saying an engineer will call them and they never do.
	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	Customer is calling to speak K.M. regarding the status of the case. Transferred to voicemail.
	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	Customers daughter called for ██████. Xfrd to vm.
	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	Called and spoke to ██████ (daughter) she said that Bob Stewart called her and gave his cell number and all due to her living 4.5 hrs away. He was an awesome person and her mom and uncle now have phone. Advised that he was from Frontier and she can call the company to give kudos.
	Frontier North Inc. - Out of Service	9/23/2019 10:06 AM	Resolution Comments: Left message on NIQ on non receded line in error. Advised that the wiring in basement caused the issue. Advised that NID will be replaced today.
<b>Subtotal</b>		14	

00544766	Frontier North Inc. - Repair Service	9/23/2019 11:03 AM	cust stating she has a noise on the line cust is trying to get this repaired and cant reach company last thursday man called last thursday 9/19 and told her she would lose serv for 2 days and she did. cust wanted to know if that was a legit call. its on now but she has buzzing and static. asked cust what number she was trying to call 800-921-8101 and couldnt get anyone called the number and its a high call volume referred to ea icb
	Frontier North Inc. - Repair Service	9/23/2019 11:03 AM	Resolution Comments: icb
	Frontier North Inc. - Repair Service	9/23/2019 11:03 AM	Customer states Frontier came out and their is no static on the line but she states there will be static on the line later on today. Advised caller that we can't escalate if there is no current concern. Caller hu
<b>Subtotal</b>		3	
00544777	Frontier North Inc. - Final / Initial Bill Issue	9/23/2019 11:17 AM	Left message for customer to try to obtain more information. Is she trying to file an informal complaint against a utility? Trying to reach our department director? One of our commissioners? Provided 1-800 number for a call back.
	Frontier North Inc. - Final / Initial Bill Issue	9/23/2019 11:17 AM	Description: Requesting contact information for Director of PUCO. Thank you.
	Frontier North Inc. - Final / Initial Bill Issue	9/23/2019 11:17 AM	Email sent asking customer to contact PUCO.
	Frontier North Inc. - Final / Initial Bill Issue	9/23/2019 11:17 AM	LM on service phone for call back. Will email customer to keep case moving.

	Frontier North Inc. - Final / Initial Bill Issue	9/23/2019 11:17 AM	Refer to "emails" section for information regarding complaint. Send acknowledgement to customer to confirm receipt and provide investigation timeframe.
	Frontier North Inc. - Final / Initial Bill Issue	9/23/2019 11:17 AM	Description: Attention: Nicole Moore I'm seeking whom to contact in regard to my unresolved complaint. Thank you.
	Frontier North Inc. - Final / Initial Bill Issue	9/23/2019 11:17 AM	Email sent to customer advising that the customer called Frontier to dispute late fees on October 16, 2017. It was determined that the late fees were correctly billed and no credit will be issued to the customer's account. There are no records of bills being returned to sender. The customer may wish to file a complaint with USPS regarding mail services.
<b>Subtotal</b>		7	
00544808	Frontier North Inc. - Call Company First	9/23/2019 12:31 PM	Resolution Comments: EA
	Frontier North Inc. - Call Company First	9/23/2019 12:31 PM	Frontier- been without service since June 12. Been out a couple times and the issues has not been resolved. Stated due to not having service they have not made a payment. Stated she has been trying to separate her bill for the internet and phone but is unable to reach anyone.  Placed cust on hold and tried calling Frontiers CS number. Rings a few rimes and states it is a non working number. EA number did work and got customer to a rep. EA number is working. provided number to cust
<b>Subtotal</b>		2	
00544845	Frontier North Inc. - Damage	9/23/2019 1:33 PM	Resolution Comments: ICB

	Frontier North Inc. - Damage	9/23/2019 1:33 PM	Customer states there was a windstorm that came through and a pole is down/broken off. Customer has contact Frontier and there are 2 tickets regarding this matter and they have not addressed this pole. Customer states they are waiting on contractor to set pole to get the line back up. Gave EA#. ICB.
<b>Subtotal</b>	2		
00544881	Frontier North Inc. - Repair Service	9/23/2019 2:57 PM	Resolution Comments: icb
	Frontier North Inc. - Repair Service	9/23/2019 2:57 PM	cust needs to have a pole moved cust called his city electric they adv it was frontiers pole cust called frontier they adv its her city electrics pole cust isnt sure whos but needs it moved referred to ea at frontier also adv to contact mayors office or county commission if it happens to be the electric
<b>Subtotal</b>	2		
00544931	Frontier North Inc. - Billing Inquiry	9/23/2019 4:12 PM	Resolution Comments: ICB
	Frontier North Inc. - Billing Inquiry	9/23/2019 4:12 PM	customer called, has a complaint about the taxes on his Frontier bill. he says the state tax is about 15% of his bill and the fed tax is about 40%. i advised taxes are NJD, referred to dept of taxation. advised he can also call FTC about the fed taxes.
<b>Subtotal</b>	2		
00545101	Frontier North Inc. - Repair Service	9/24/2019 9:10 AM	Resolution Comments: referred to ea

	Frontier North Inc. - Repair Service	9/24/2019 9:10 AM	cust stating she has phone serv but there are boxes down along the road all are torn up. tractors, cars etc hit them and cust is wanting them to be fixed asked cust if wires were hanging out said no referred to ea icb
<b>Subtotal</b>		2	



00545132	Frontier North Inc. - Billing Inquiry	9/24/2019 10:22 AM	<p>customer called, says that her phone went out on 8/30/19. she called and reported it out the following Monday 9/2/19. she reported the outage and they told her someone would be out. no one showed. she called back on 9/9/19, and no one showed up again. last week she spoke with someone and they told her it was never reported to dispatch to send someone out.</p> <p>she was out of service for a total of 19 days. she called Frontier, they told her there was a short in the Dish line because she has satellite service with the phone. she was advised by two techs to get a reference number for the repair so she can get 19 days worth of credit for the outage. she says Frontier was only willing to give her nine days of credit because they say all her calls in to the company were not documented.</p> <p>she says she shouldn't be punished just because their customer service reps did not note her calls in to the company each time to report that the service was still out.</p> <p>she says they only gave her a \$5.68 credit off of her \$35.33/mo bill.</p> <p>i advised we can contact the company about the credit.</p>
	Frontier North Inc. - Billing Inquiry	9/24/2019 10:22 AM	<p>Resolution Comments: vm customer that customer applies \$35.33 out-of-service credit that will reflect on next month's bill due to customer having bles service. leave hotline number as cbr.</p>
<b>Subtotal</b>		2	
00545284	Frontier North Inc. - Out of Service	9/24/2019 2:31 PM	Resolution Comments: Ed ref

	Frontier North Inc. - Out of Service	9/24/2019 2:31 PM	RTC. He states that his phone worked last Friday, but they are currently having telephone issues. He states that the red light is blinking, but it is not charging. He states that the phone is from the 1980s and used to be his grandmothers.
<b>Subtotal</b>		2	
00545311	Frontier North Inc. - Repair Service	9/24/2019 3:56 PM	Resolution Comments: Called [REDACTED]. Advised that I had sent his resolution to docketing to be added to the docket for the Formal complaint against Frontier. He stated that someone had advised him that the FC existed after he sent the e-mail. Invited a call back.

	<p>Frontier North Inc. - Repair Service</p>	<p>9/24/2019 3:56 PM</p>	<p>Description: RESOLUTION NO 24 19</p> <p>A RESOLUTION of complaint regarding the services of Frontier Communications</p> <p>BE IT RESOLLVED BY THE COUNCIL OF THE VILLAGE OF AMESVILLE, STATE OF OHIO:</p> <p>Whereas: We, the Village Council of Amesville, Ohio, are aware of an ongoing issue with our local internet, telephone, and television provider Frontier Communications.</p> <p>Whereas: As we are a small community east of Athens, Ohio, we are limited in our choice of service providers; virtually our entire community relies on Frontier Communications for delivery of the above services.</p> <p>Whereas: For at least the last year, those services are unreliable to the point of endangering the health and livelihood of members of our town.</p> <p>Whereas: Repeated calls to Frontier have not improved the service and residents have no choice but to call the company from somewhere other than their home and schedule a service call—often weeks in the future.</p> <p>Whereas: Amesville has no cell service and during regular landline or internet outages, if you have a health problem, you would not be able to get help in a medical emergency.</p> <p>Whereas: This lack of service and insufficient response to service requests has caused harm to those that rely on internet for work, phones for emergency communications, and general</p>
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	Frontier North Inc. - Repair Service	9/24/2019 3:56 PM	<p>Sent customer complaint to docketing to be docketed in case 19-1582-TP-COC.</p> <p>Called Mayor Goosman. Advised that I had sent his resolution to docketing to be added to the docket for the Formal complaint against Frontier. He stated that someone had advised him that the FC existed after he sent the e-mail. Invited a call back.</p>
<b>Subtotal</b>		3	
00545593	Frontier North Inc. - Repair Service	9/25/2019 8:52 AM	<p>customer called about a Frontier phone line that's been laying across her yard the entire summer. she says there was a traffic accident on her road and Frontier hasn't been by to remove the line from the ground. she says that when ODOT comes by to mow the lawn, they end up hitting the line. she says Frontier always tells her that they will send someone out, but they never do.</p> <p>i advised we can contact Frontier about this line down in front of her yard. gave her the case id and inv time frame.</p>
	Frontier North Inc. - Repair Service	9/25/2019 8:52 AM	<p>I left customer a voicemail advising of co. response, in removing temp line on ground and installing aerial cable. ICB.</p> <p>**Closing case</p>
	Frontier North Inc. - Repair Service	9/25/2019 8:52 AM	<p>Resolution Comments: Left vm advising of new aerial cable install.</p>
	<b>Subtotal</b>		3

00545603	Frontier North Inc. - Quality of Customer Service	9/25/2019 9:33 AM	<p>Description: I would like to report 2 things about Frontier. First when our electric goes out we lose phone service which is a serious problem because we don't have cell service at our house.</p> <p>Second problem....the worst customer service...they want everything to be automated but none of their options answer your particular question.</p> <p>I am very disappointed in Frontier!!!!</p>
	Frontier North Inc. - Quality of Customer Service	9/25/2019 9:33 AM	<p>Resolution Comments: called to close, explained co response, caller states its the batteries at the transfer when there is no power it goes out.</p> <p>explained process and COI, caller states her mother goes for periods of being out of service as well. advised to call back when that occurs.</p> <p>ICB</p>
	Frontier North Inc. - Quality of Customer Service	9/25/2019 9:33 AM	<p>Co response:</p> <p>This is not a bles account//phone package with unlimited long distance and Internet service.</p> <p>trouble in July 27,2018 for phone feature caller id and this was addressed the following day.</p> <p>No outage has ever been reported by this customer.</p> <p>previous trouble March 2014</p> <p>A Frontier Representative spoke with Ms. [REDACTED] on September 25, 2019 and she stated that this had no happened in months.</p>
	Frontier North Inc. - Quality of Customer Service	9/25/2019 9:33 AM	<p>Ms. [REDACTED] was given direct contact information.</p>
<b>Subtotal</b>	<b>3</b>		

00545607	Frontier North Inc. - Assistance Programs	9/25/2019 9:41 AM	Resolution Comments: Advised of LifeLine, RTC, ICB. Caller states she has been unemployed since May 2019. In
			<p>May 2019 she had static on the line and when she called repair the company disconnected the service for non-payment. She states she had phone and internet and she needed the internet service to find jobs.</p> <p>*****</p> <p>*</p> <p>In early August 2019 both the phone and internet were reconnected when she made a payment. Then two weeks later the service was disconnected she states without notice but the current statement includes a disconnection notice of \$305 due by September 28, 2019. When she called Frontier she was told the amount needed to reconnect the services is \$390. Caller wants to know if there is a "hardship" program for Frontier.</p> <p>*****</p> <p>*****</p> <p>Reviewed Universal Services website but there is no mention of the \$25 to restore local dial tone. Checked Knowledge and information is included in Knowledge that states dial tone can be restored for \$25 and payment arrangements under the LifeLine program. Verified Frontier is the ILEC for the address.</p> <p>*****</p>
	Frontier North Inc. - Assistance Programs	9/25/2019 9:41 AM	Advised caller that if she wants all services restored the company can require payment of all charges owed. If she
<b>Subtotal</b>		2	

00545648	Frontier North Inc. - Out of Service	9/25/2019 11:29 AM	<p>The customer is calling back and states that the company was to fix the internet on Monday and Tuesday and Today and now they have pushed it back til next week. I explained we do not regulate the internet, she states is from Frontier and I explained we do not regulate every service. I explained that as far as the internet she would need to call the FCC. I explained we regulate land line phone service only. She states then her phone service is not working then. I explained notes that LL placed on case on 10/1/19: Letter mailed advising that the service was restored and confirmed working on September 26. The NID is scheduled to have a new drop installed on October 16 and the company will follow up with the customer directly.</p> <p>She states they placed the new drop today. I asked if the phone service is working and she does not know, she states they contract out the work to have the line buried and all that. I explained that Im not sure what else we can do. She is not sure if the service is working or not at this time. The only other thing we can do is verify the work was done today. She states that would be fine.</p>
	Frontier North Inc. - Out of Service	9/25/2019 11:29 AM	<p>Resolution Comments: the technician did find a bad internet port which was causing interference when a call was received. Frontier states that the service was confirmed as working.</p>

	Frontier North Inc. - Out of Service	9/25/2019 11:29 AM	<p>customer called, stated that her service has been out for about two weeks. she can't receive any calls. she says that at one point her phone would only ring once and then stop. now since yesterday, the service doesn't ring at all. she says she can make outgoing calls though.</p> <p>she says she hasn't been able to reach a live person to speak to Frontier. she has a repair ticket number 9098640.</p> <p>i advised we can contact Frontier about this repair issue.</p>
	Frontier North Inc. - Out of Service	9/25/2019 11:29 AM	<p>I called the number. The phone rang once and stopped, but there was no answer.</p> <p>IF CUSTOMER CALLS BACK: Frontier states that they restored service, but a new drop is needed for the Network Interface Device which connects the inside wiring to the network for access to dial tone. It is scheduled to be completed by October 16 and Frontier states that they will follow up with the customer directly upon completion. If Frontier does not contact the customer regarding the NID by October 16, call back.</p>
	Frontier North Inc. - Out of Service	9/25/2019 11:29 AM	<p>I called the number. The phone rang once and stopped, but there was no answer.</p> <p>IF CUSTOMER CALLS BACK: Frontier states that they restored service, but a new drop is needed for the Network Interface Device which connects the inside wiring to the network for access to dial tone. It is scheduled to be completed by October 16 and Frontier states that they will follow up with the customer directly upon completion. If Frontier does not contact the customer regarding the NID by October 16, call back.</p>



	Frontier North Inc. - Out of Service	9/25/2019 11:29 AM	<p>I called the number provided. The phone rang and suddenly stopped ringing without the option to leave a message.</p> <p>IF CUSTOMER CALLS BACK PLEASE ADVISE: Frontier states that they restored service, but a new drop is needed for the Network Interface Device which connects the inside wiring to the network for access to dial tone. It is scheduled to be completed by October 16 and Frontier states that they will follow up with the customer directly upon completion. If Frontier does not contact the customer regarding the NID by October 16, call back.</p>
	Frontier North Inc. - Out of Service	9/25/2019 11:29 AM	<p>I advised that the technician did find a bad internet port which was causing interference when a call was received. Frontier states that the service was confirmed as working.</p> <p>She states that she was having issues prior to the placement of the port, but most issues have ceased now that the port has been removed. She states that yesterday a few people said that they could not get through, but she believes it was an issue with their cell phones. She states that she requested that her sister call her and the call went though just fine.</p> <p>ICB if any further issues.</p>
	Frontier North Inc. - Out of Service	9/25/2019 11:29 AM	<p>Letter mailed advising that the service was restored and confirmed working on September 26. The NID is scheduled to have a new drop installed on October 16 and the company will follow up with the customer directly.</p>

	Frontier North Inc. - Out of Service	9/25/2019 11:29 AM	<p>I called the number provided. The answering machine picked up, but the recording stopped mid sentence, there was no answer and no option to leave a voicemail.</p> <p>IF CUSTOMER CALLS BACK: Please advised that Frontier states that repairs have been made and the service was confirmed to be working.</p>
<b>Subtotal</b> 00545685		9	
	Frontier North Inc. - Billing Inquiry	9/25/2019 12:57 PM	<p>CALL BACK &gt;</p> <p>- [REDACTED] called back stating Frontier's EA phone system told her that there's an issue, and she'll have to call back in an hour</p> <p>-Note: Intake Rep routed call over to rep Amanda via EA hotline with no problem</p>
	Frontier North Inc. - Billing Inquiry	9/25/2019 12:57 PM	<p>- [REDACTED] is the daughter of the acct holder, [REDACTED]</p> <p>-Note: [REDACTED] gave verbal authorization to Intake Rep for his daughter, [REDACTED] to speak on his behalf about his Frontier bill</p> <p>-caller says her Dad's monthly telephone bill should be only \$34-something and after taxes - it's \$45 a month</p> <p>-caller says the other month it was \$71.88 and now it's \$330</p> <p>-caller says a payment of \$60 was made on Sept 24 via Kroger and back in June, a payment of \$180 was made</p> <p>-caller says she brought her father's balance upto date in June when she paid \$180</p> <p>-caller says it's the added fees &amp; taxes that was driven the bill up high!!!</p> <p>-referred caller to EA hotline to resolve &gt;&gt; contact info provided for furtherance</p> <p>-invited call back, if necessary</p>
<b>Subtotal</b>		2	

00545714	Frontier North Inc. - Out of Service	9/25/2019 2:01 PM	<p>██████████ is calling to complain that his home phone/landline svc has been out since Saturday, Sept 21</p> <p>-when asked, caller says all he pay Frontier for is telephone svc</p> <p>-caller says whenever he called the phone # to reach a 'live' person over at Frontier - all he get is a computer</p> <p>-referred caller to Frontier via 877/462-7320 to speak with a 'live' person</p> <p>-invited call back, if necessary</p>
<b>Subtotal</b>		1	
00545765	Frontier North Inc. - Out of Service	9/25/2019 3:43 PM	<p>CO response:Frontier has spoken with Ms. ██████████</p> <p>Frontier has applied for a permit with Harrison County for construction to begin resolution. Will provide closure when complete.</p>
	Frontier North Inc. - Out of Service	9/25/2019 3:43 PM	<p>cust stating she has been 25 days with no serv has called to try to get it repaired</p> <p>asked cust if she just has phone said no internet also they were supposed to come out 9/11 then was supposed to come the 20th and no one never showed up</p> <p>then was told 9/25 from 9am-3pm today and never did cust called an dthey adv they are trying to get a permit because they would need to go under ground</p> <p>previously when she called they said the permit was approved cust keeps getting the runaround and is needing her serv because she doesnt have good cell serv in the area</p> <p>adv cust of urgent investigation process</p> <p>icb</p>

			<p>co follow up: This is not a Bles account as customer has Internet service.</p> <p>This was reported on September 5, 2019</p> <p>Estimated Repair date is October 10, 2019</p> <p>Damaged cable drop is the cause.</p> <p>The service was not repaired immediately because a permit had to be obtained from Harrison County and then scheduled with our contractors for a new buried drop.</p> <p>An out of service credit was issued for \$97.67</p>
	Frontier North Inc. - Out of Service	9/25/2019 3:43 PM	Frontier has communicated with Ms. [REDACTED] and she is aware of the above.
	Frontier North Inc. - Out of Service	9/25/2019 3:43 PM	<p>Resolution Comments: Called customer to close, advised co did confirm work was completed on 10/8 and that they provided a credit for \$97.67.</p> <p>Caller said she hadn't seen the bill yet but would look it over and if she had questions she would contact them. Thanked for help even though she was out of service for 38 days.</p> <p>ICB</p>
<b>Subtotal</b>		4	
00545783	Frontier North Inc. - Call Company First	9/25/2019 4:50 PM	TWWC. Gave# to Frontier. ICB
	Frontier North Inc. - Call Company First	9/25/2019 4:50 PM	Resolution Comments: ICB
<b>Subtotal</b>		2	

00545860	Frontier North Inc. - Repair Service	9/25/2019 8:08 PM	Description: Us and many other customers in our area do not have landline service. Trees on lines since April 2019 and no repairs done when reporting. Frontier is charging customers without service.....911 service unable to use also.
	Frontier North Inc. - Repair Service	9/25/2019 8:08 PM	Resolution Comments: LM ON VM TO CLOSE explained tree trimming took place Oct 1 and we are working with Frontier regarding time to restore service during outages. icb
<b>Subtotal</b>		2	
00546060	Frontier North Inc. - Repair Service	9/26/2019 8:35 AM	Resolution Comments: EA + ICB
	Frontier North Inc. - Repair Service	9/26/2019 8:35 AM	The customer is calling attempting to reach a live person with frontier. The customer is experiencing an issue with calling out on his landline telephone. The customer has attempted to reach frontier several times, but cannot get through the automated system. I provided the EA as a potential resource to reach someone to report his service concerns, ICB.
<b>Subtotal</b>		2	

00546234			customer called with a complaint about Frontier. he says about 1.5 months ago there was a car accident and a car hit a pole. the pole is close to his farm and there is a Frontier phone line that is hanging off the line and into his driveway. he says it is blocking him from getting his machinery in and out of the driveway.
	Frontier North Inc. - Repair Service	9/26/2019 4:23 PM	he says that the pole is still broken and Frontier has not addressed this yet. he says he has spoken with Frontier but they have failed to respond to this situation.
	Frontier North Inc. - Repair Service	9/26/2019 4:23 PM	i advised we can contact Frontier about the downed wire and broken pole. i gave him the case id and inv time frame.
	Frontier North Inc. - Repair Service	9/26/2019 4:23 PM	Resolution Comments: Frontier states that the repairs have been completed. I left voicemail advising that Frontier states that the repairs have been completed.
<b>Subtotal</b>		3	
00546491	Frontier North Inc. - Repair Service	9/27/2019 10:21 AM	Resolution Comments: referred to ea cust stating her phone is tapped cust stating her line keeps getting cut due to the line being on top of the ground and not buried
	Frontier North Inc. - Repair Service	9/27/2019 10:21 AM	referred to frontier ea icb
<b>Subtotal</b>		2	

00546534	Frontier North Inc. - Specific Telephone Features	9/27/2019 12:28 PM	<p>Resolution Comments: Caller was past due and paid co a partial payment. she states she called two days ago and made an arrangement to pay \$74.28 by 10/5 caller states she told them she could pay on 10/3.</p> <p>Caller states she does have service, but not caller ID. Caller states she needs the caller ID put back on b/c she gets so many calls from telemarketers.</p> <p>Caller was offered a new product that included wifi and caller ID was supposed to be installed today, but was told today she would have to pay the remaining balance, before they would install.</p> <p>provided caller with number to HL, advised we could not make the co put the caller ID back on the phone as Caller ID is not a regulated product/service.</p>
<b>Subtotal</b>		1	
00546589	Frontier North Inc. - Billing Dispute	9/27/2019 2:55 PM	<p>cust stating she was without serv from 8/6-9/4. Frontier claims there was serv there. cust is stating thats not true the phone came up no line and no dial tone. also lines were down up on the road that was causing this issue. cust stating they are saying nothing was wrong with the phone so she cant get a credit. cust is wanting this looked into because she had no way to contact for over a month and they arent wanting to do anything about it</p> <p>adv cst of ivestigation process icb</p>
	Frontier North Inc. - Billing Dispute	9/27/2019 2:55 PM	<p>Spoke w/ customer and confirmed that she spoke w/ FTR, srvc restored and credit forthcoming.</p> <p>**Closing case</p>

	Frontier North Inc. - Billing Dispute	9/27/2019 2:55 PM	Resolution Comments: Confirmed service restored and \$69.72 credit to be applied to her account.
	Frontier North Inc. - Billing Dispute	9/27/2019 2:55 PM	Customer's voice mailbox has not been set up.
<b>Subtotal</b>		4	
00546590	Frontier North Inc. - Non-Jurisdictional Matter	9/27/2019 2:58 PM	Resolution Comments: Emailed ISP Itr
	Frontier North Inc. - Non-Jurisdictional Matter	9/27/2019 2:58 PM	Description: We had Internet DSL service from Frontier which we paid for a month in advance. We canceled our DSL service three weeks before the end of the billing cycle. Frontier does not issue refunds on services paid in advance. Our next month's bill had a \$9.99 charge for "paperwork" associated with canceling our service. I called the company and told them the refund for the three weeks that we did not use their DSL service more than covered the "paperwork" fee. They would not waive the "paperwork" fee. We not only had to pay for a service we did not use for three weeks, but are being billed for them to cancel our service. Why can't the money that was not refunded to us be used to cover the cancellation fee? Is this just another revenue stream for them?
<b>Subtotal</b>		2	
00546614	Frontier North Inc. - Repair Service	9/27/2019 3:42 PM	Resolution Comments: ICB
<b>Subtotal</b>		1	



00546848	Frontier North Inc. - Out of Service	9/30/2019 9:03 AM	Description: Since May 10, 2016 phone service has been out 64 days. Frontier is aware of this and on August 13, 2019, told me they would credit my account. They have not been done. When calling their help number, they continually place me on hold until I ask if they are still there. The last phone call lasted over 1/2 hour. I feel they are doing this to avoid resolving poor telephone issues and crediting m bill. I had a reasonable expectation, that I was paying for phone service that would actually work. This is a rural landline and my only form of service as there is no cell service available.
	Frontier North Inc. - Out of Service	9/30/2019 9:03 AM	Resolution Comments: vm customer that service repaired 10/16 from 9/30 report of no dialtone. service repaired when company repaired cable. company does \$63.97 out-of-service credit on november 2019 bill. leave hotline number as cbr.
<b>Subtotal</b>		2	
00546857	Frontier North Inc. - Out of Service	9/30/2019 9:11 AM	Cust called for update on case. Transferred to MC vm. Received two voice messages from the customer who asked for a return call.
	Frontier North Inc. - Out of Service	9/30/2019 9:11 AM	Called the customer back. Confirmed that his phone was working. He likes to call the local office when he has problems and does not go through the normal repair department. Advised that I would be back in touch once I had received a final response from Frontier.
	Frontier North Inc. - Out of Service	9/30/2019 9:11 AM	Wanted to speak with MC...xfer to vmail due to not avail. Gave name/ICB

	Frontier North Inc. - Out of Service	9/30/2019 9:11 AM	Description: Our phones go out with every power interruption or heavy rain. A local number is provided for repairs, however if the problem occurs on a weekend we are left with no phones. We don't have cell service so we are at the mercy of the phone company. This has happened many times this summer. I am sending a text as the phones are out since early Saturday. Could we please have some help????
	Frontier North Inc. - Out of Service	9/30/2019 9:11 AM	Called the customer to go over the company response and close. Discussed Frontier response and jurisdictional concerns. Suggested that when he goes out of service, he may want to contact the company repair line as well as the local office to have his outages documented. He said that he would do that going Crawford. Invited a call back.
	Frontier North Inc. - Out of Service	9/30/2019 9:11 AM	Called the customer. Reached voice mail. Left message asking for a return call. Left hotline number and case ID.
<b>Subtotal</b>		6	

00546859	Frontier North Inc. - Out of Service	9/30/2019 9:13 AM	<p>Description: No service for phone and internet on a regular basis, which we noticed, started in early July. On July 12, 2019, Frontier could see that there was a problem and said that we should add a second modem. According to the administrative office, this should give better service. We are paying for the highest speed already. In addition, at one point someone said that our phone needed new batteries. This was not the case at all.</p> <p>On Monday, July 22, we were scheduled for service, order # 041615434 for second connection # 820939. We were told the tech would arrive between 8am-12 noon. The tech comment was that a second modem would not give better service we would only receive 3G. (we have been paying for 5G ) We would have to rewire home and put more holes in floor. He advised us to use what we have.</p> <p>In August, still no phone or internet service, we call Frontier again. They advised that the Tech was correct and they canceled the work order. We placed another work order and the techs were no shows on three occasion.</p> <p>On September 3rd we were told the tech would be at our house between 12-4pm, order # 9080377. The service was resumed.</p> <p>On September 11, received call from tech saying the phone and internet were fixed.</p> <p>On Sept 21, 2019, there was an outage due to storms. No phone service or internet. Called to report the no service and</p>
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			<p>Ms. [REDACTED] non bles service is repaired and has been working since 10-7-19. I spoke with her on 10-7 and again 10-15-19 to confirm. Out of service credit in the amount of \$91.86 has been applied to Ms. [REDACTED] account of the \$91.86, \$82.04 was applied on September 30, 2019 and the remaining \$9.82 was applied on October 15, 2019.</p> <p>18 month repair history:</p> <p>9-26-19 no dial tone 10-7-19 replaced cable</p> <p>9-3-19 NDT 9-11-19 replaced cross connect wire</p> <p>8-21-18 voicemail pin trouble 8-21-18 correct vm pin trouble</p>
	Frontier North Inc. - Out of Service	9/30/2019 9:13 AM	
	Frontier North Inc. - Out of Service	9/30/2019 9:13 AM	Resolution Comments: called to close, see comments
<b>Subtotal</b>		3	
00546939	Frontier North Inc. - Out of Service	9/30/2019 11:35 AM	Resolution Comments: Frontier states that the service was repaired September 30. A credit of \$19.20 was applied to the customer's account.

	Frontier North Inc. - Out of Service	9/30/2019 11:35 AM	<p>Customer is calling about Frontier. He has been out of service since Sunday, September 22, 2019. The company has promised restoration of service last Tuesday and a line truck did come out but still no service. They have an elderly lady in the household with medical concerns. Advised that I would send for an urgent investigation, provided case ID, explained that I would ask for urgent treatment and invited a call back.</p>
	Frontier North Inc. - Out of Service	9/30/2019 11:35 AM	<p>I advised that Frontier states that the service was repaired September 30. A credit of \$19.20 was applied to the customer's account.</p> <p>He states that the service is working. He states that someone called yesterday afternoon and he returned the phone call. He states that things would not have been so bad if they would have had some communication. He was originally told that service would be restored the same day, but it was not. He tried to get an answer Sunday night, but he didn't get a response. He is glad that his service was restored.</p> <p>ICB if experiencing any further issues.</p>
<b>Subtotal</b>		3	

00547013	Frontier North Inc. - Damage	9/30/2019 2:06 PM	<p>Returned cust call. Advd the co. is reaching out to her to attempt to resolve the complaint. Advd its not uncommon for the co. to contact a cust once a complaint is filed.</p> <p>She asked me if I had a chance to review the complaint. Advd I have and that this was sent to the co. yesterday.</p> <p>Caller is reiterating the issue and providing more detailed info regarding the time line of events. She said that the tech showed up at an address in the wrong city, and he was very irritated w/her.</p> <p>Caller said that another tech called the next day, expld the mast was pulled away from the roof and pulled up the shingles on the roof. He then came inside where all of the electronics are located in her law office. This tech called his office mgr., [REDACTED]. Mr. [REDACTED] I told her he had only been on this job for 2 wks and that he'd have to get w/other co-workers. He then called her back and said this is out of his hands. Before she could question this, he discontinued the call.</p> <p>Sat she rc'd a call from another tech that said that he was there to fix her residence. She had to tell him that this is not a residence, it's a business. He got irate. She had to call the police and they kept patrol around her business.</p> <p>She then contacted the Peterson Brother, a contractor in the Athens area. They saw and reported the damage to her.</p> <p>She said they caused the damage, why in the world would she</p>
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	Frontier North Inc. - Damage	9/30/2019 2:06 PM	<p>customer called, stated that she has a complaint against Frontier. She has an office building in Athens, Ohio. One of her commercial tenants was out of service for three weeks. When Frontier came to fix the problem, they damaged her property. There were two low-hanging lines, and Frontier's truck hit the lines and broke the mast off the property, which also caused damage to the roof of her property.</p> <p>She says she called Frontier four days in a row beginning on 9/10/19. They set appointments three times. The first time they were a no-show, then Frontier sent a tech out to Chesapeake instead of Athens. Then the third time a young man who came out to the property spent time looking at damage. He told her he would call his district manager because he was unprepared. The manager asked to speak with her. The manager told her he had only been on the job for three weeks but he would call her back.</p> <p>He eventually called her back and told her there was nothing he would do for her. On a Saturday morning she got a call from a tech who said he was from Medina there to fix the problem at her home. She clarified it was her office building, not her home. No one was there on a weekend either. This man became extremely emotional and loud. He finally shouted to her. She hung up and called the police. They came and monitored the street for her. She hasn't heard from Frontier</p>
	Frontier North Inc. - Damage	9/30/2019 2:06 PM	<p>Caller states someone from Frontier called her office yesterday afternoon and left a message and she wants advice on what to do. Adv to speak with CM. Xfer to CM vmail due to not avail.</p> <p>Gave name/ICB</p>

			<p>Left vm, advd following up from our last pr conv on Oct 2</p> <p>Advd Frontier rpts that Damage claim is filed with Zurich, Frontier's insurance company</p> <p>Claim number is 9640414636 and the agent's name is [REDACTED]</p> <p>[REDACTED]</p> <p>Frontier has spoken to Ms. [REDACTED] and tried to contact Ms. [REDACTED] and her Supervisor [REDACTED].</p> <p>The Insurance company is in charge of the claim from here, however Frontier has advised her that they will share any information regarding the claim we gather.</p> <p>Frontier has also provided her with the Zurich telephone number 1-800-987-3373 to follow up on her own.</p> <p>Advd there isn't anymore that I can do. She is welcome to file a FC, but again the PUCO does not have the authority to award damages and she might want to consider filing w/homeowners ins., or civil court. Invtd cb w/any questions, RTHL# and provided case number.</p>
	Frontier North Inc. - Damage	9/30/2019 2:06 PM	
	Frontier North Inc. - Damage	9/30/2019 2:06 PM	Resolution Comments: Left vm, advd co rsp, invtd cb RTHLE and provided case number
<b>Subtotal</b>		5	
00547027			Resolution Comments: Frontier advises a trouble ticket was entered on the September 24, 2019 for no dial tone and completed on October 8, 2019 by replacing and splicing a main cable.
	Frontier North Inc. - Out of Service	9/30/2019 2:32 PM	Frontier spoke with the customer and verified all services are working. Frontier has issued a credit for the time out of service in the amount of \$39.99.
<b>Subtotal</b>		1	



00547041	Frontier North Inc. - Out of Service	9/30/2019 3:03 PM	customer called, stated that he has been without service for a week. he says that he's tried to call Frontier at multiple numbers to report the outage but hasn't been able to reach anyone. he says that all he gets is their automated system. phone-only. i advised we can contact the company about the outage.
	Frontier North Inc. - Out of Service	9/30/2019 3:03 PM	Resolution Comments: LM ON VM TO CLOSE explained tech fixed equipment on 10/2. Company reported speaking with him 10/7 and stating issues still. Tech sent again 10/8 and found no problems. Company spoke with him 10/16 and he stated satisfied. icb.
<b>Subtotal</b>		2	
00547042	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/30/2019 3:04 PM	Caller has been calling co for the last 3 weeks for services repaired. Caller states the co will make apts for 1-5, but will show up between 8-12 Co has been out multiple times, and Caller states its currently working, phone will work for about two hours and goes out again.  advised could reach out to co about missed apts, and what needs to be done for repair. advised most likely not bles service and explained outage rules. provided case number and advised of time frame. ICB.
	Frontier North Inc. - Repair - Missed Commitment/Appointment	9/30/2019 3:04 PM	Resolution Comments: Sent closing e-mail to customer,
<b>Subtotal</b>		2	
00547065	Frontier North Inc. - Can't Contact Company	9/30/2019 3:42 PM	Cust having a hard time reaching Frontier. gave EA#. ICB

	Frontier North Inc. - Can't Contact Company	9/30/2019 3:42 PM	Resolution Comments: ICB
	Frontier North Inc. - Can't Contact Company	9/30/2019 3:42 PM	Customer is calling back, as he is still unable to reach a live person with the EA. I contacted the EA, transferred when a live representative answered the call. ( Customer was choosing the incorrect prompt )
<b>Subtotal</b>		3	
00547320	Frontier North Inc. - Non-Jurisdictional Matter	10/1/2019 9:02 AM	Customer is calling regarding her internet service not working, and frontier not resolving the issue within 24hr as expected. I informed PUCO does not regulate ISP's, provided contact information for the FCC and EA as potential resources, provided my name, Icb.
	Frontier North Inc. - Non-Jurisdictional Matter	10/1/2019 9:02 AM	Resolution Comments: Ref to FCC/EA.
<b>Subtotal</b>		2	
00547384	Frontier North Inc. - Out of Service	10/1/2019 11:52 AM	He states that his telephone has not been working for approximately 4 days. He states that he cannot make or receive calls. He has tried to contact Frontier to report the issue, but he cannot reach a person. He would like to report the outage. He does not have a pen and paper on hand. I transferred to EA. ICB.
	Frontier North Inc. - Out of Service	10/1/2019 11:52 AM	Resolution Comments: Transferred to EA
<b>Subtotal</b>		2	

00547391			<p>He states that he was just on a call with a client and the call was dropped four times in the course of a 10 minutes conversation and the fire alarms go off constantly. He states that it is an intermittent problem that all businesses in the area are having. He has contacted Frontier several times regarding the issue and they have done nothing to resolve the issue. The service technicians have said that the issue is with a control box on the highway, but the office personal have said that there is no problem. He states that the last repairs performed the service technician said that he would come back and explain what the problem is, but the technician never came back. He wants repairs made to repair the service. He states that he first reported the issue to the PUCO in 2016.</p>
	Frontier North Inc. - Repair Service	10/1/2019 12:01 PM	I advised that the PUCO will reach out to Frontier regarding the intermittent service issues.
	Frontier North Inc. - Repair Service	10/1/2019 12:01 PM	Resolution Comments: Spoke w/ customer and service has improved after temporary lines installed.
	Frontier North Inc. - Repair Service	10/1/2019 12:01 PM	<p>Spoke w/ Mr. [REDACTED] and he advised me that Frontier finally admitted to them that there was a problem. They have been working on the service and the temporary lines have been a vast improvement from previous noise in line and other issues. He stated that he would call us back after final repairs made if there are any other concerns.</p> <p>**Closing case</p>
<b>Subtotal</b>	<b>3</b>		

00547415	Frontier North Inc. - New Service	10/1/2019 1:13 PM	<p>cust calling back said they are supposed to install a line and hes been waiting 2 months to have this done. cust stating he called ea and they didnt seem to care said he would have phone next morning and he didnt. cust was given an order # 041602405 and he called to check on it and was told he doesnt have an order. cust is wanting this looked into adv cust of investigation process icb</p>
	Frontier North Inc. - New Service	10/1/2019 1:13 PM	<p>Customer states he called for a new install for phone service with Frontier and they were suppose to fix a broken line to get his service going. Customer states Frontier has rescheduled twice and they were suppose to be out yesterday. Gave EA. ICb</p>
	Frontier North Inc. - New Service	10/1/2019 1:13 PM	<p>Resolution Comments: ICB</p>
	Frontier North Inc. - New Service	10/1/2019 1:13 PM	<p>* sent initial email *</p>
	Frontier North Inc. - New Service	10/1/2019 1:13 PM	<p>* review interim company response *</p>
	Frontier North Inc. - New Service	10/1/2019 1:13 PM	<p>Resolution Comments: spoke with cust - close case</p>
	Frontier North Inc. - New Service	10/1/2019 1:13 PM	<p>* review company response *</p> <p>I called the cust and spoke with [REDACTED] - confirmed that his svc is working - he states that line still needs to be buried - inquired if the person told him that they will come back and bury it - cust states that he was told that they will schedule it - invited call back if the line does not get buried - he inquired about how long does it usually take - adv a couple of days to a couple of weeks.</p>

Frontier North Inc. - New Service	10/1/2019 1:13 PM	I returned the cust's call at the number that he left on my vm - spoke with [REDACTED] (wife) - adv that I did receive his message that he left on my vm that the line has not been buried - adv that I will contact Frontier to inquire if they have a timeline to bury the line.  * sent follow up email *
Frontier North Inc. - New Service	10/1/2019 1:13 PM	[REDACTED] - LM on my vm - states that the line has not been buried - cust states that he can be reached at [REDACTED] - [REDACTED]
Frontier North Inc. - New Service	10/1/2019 1:13 PM	Cust called to speak with S.T. Transferred to ST vm. Delton Martin calling for an update on the case.
Frontier North Inc. - New Service	10/1/2019 1:13 PM	I advised ST not available. I advised that ST contact Frontier about line burial, but no response from the company has been received. I advised that I will let ST know that customer is looking for a call back when she gets a response from the company.
Frontier North Inc. - New Service	10/1/2019 1:13 PM	* read notes by LLH - sent follow up email *
Frontier North Inc. - New Service	10/1/2019 1:13 PM	Customer is calling to get an update on case with Shawn,  Advised customer that the line still not being buried and has seen no improvement and customer just wants something done with the wire.  Advised customer that Shawn has reached out to the company and will pass the concern along.  Provided name and ICB

	Frontier North Inc. - New Service	10/1/2019 1:13 PM	<p>Caller calling for update on case- Advised investigator is waiting on a response.</p> <p>Caller wants it to be noted that the line is still hanging on the side of the road.- Advised would note for investigator.</p>
	Frontier North Inc. - New Service	10/1/2019 1:13 PM	* read notes by SJ *
	Frontier North Inc. - New Service	10/1/2019 1:13 PM	* sent follow up email *
	Frontier North Inc. - New Service	10/1/2019 1:13 PM	<p>Calling to check the status of his case.</p> <p>I advised that S.T. sent an email to them yesterday and is awaiting FTR's response.</p> <p>Customer would like a call back from S.T. when possible.</p>
<b>Subtotal</b>		17	
00547418	Frontier North Inc. - Final / Initial Bill Issue	10/1/2019 1:16 PM	<p>Caller had direct billing and co double charged him and he called the company and they said they would refund him, but then ended up charging him late fees. So caller states cancelled service in march, and they keep sending him bills and he wants it to stop.</p> <p>advised we could open investigation into final billing. provided case number and time frame.</p> <p>the customer did not have account number or phone number that was associated with account.</p>

Frontier North Inc. - Final / Initial Bill Issue	10/1/2019 1:16 PM	<p>Caller claims that while he was leaving a vm for AS his other line rang and it was the PUCO.</p> <p>*****</p> <p>*****</p> <p>Advised caller I'm not showing AS as being in the office today. Advised I would let AS know he called. Mr. [REDACTED] asked if the PUCO can text him, advised the PUCO doesn't have the ability to do that. Mr. [REDACTED] asked what number the call would be coming from, advised Mr. [REDACTED] as far as I am aware it would be coming from the PUCO.</p> <p>Mr. [REDACTED] thanked me for the information.</p>
Frontier North Inc. - Final / Initial Bill Issue	10/1/2019 1:16 PM	Letter approved and mailed to the customer. close case.
Frontier North Inc. - Final / Initial Bill Issue	10/1/2019 1:16 PM	Resolution Comments: : Letter approved and mailed to the customer. close case.
Frontier North Inc. - Final / Initial Bill Issue	10/1/2019 1:16 PM	cust stating he recieved the letter and wants to speak with A.S transferred to vm
Frontier North Inc. - Final / Initial Bill Issue	10/1/2019 1:16 PM	<p>Caller calling about the close letter he received.</p> <p>Caller states that he is not paying another cent.</p> <p>Caller requests to speak with A.W. A.W not avail-</p> <p>Caller states that he will try to call back tomorrow.</p>
Frontier North Inc. - Final / Initial Bill Issue	10/1/2019 1:16 PM	<p>Resolution Comments: Will reopen if customer calls back.</p> <p>Letter approved and mailed to the customer. close case.</p>
Frontier North Inc. - Final / Initial Bill Issue	10/1/2019 1:16 PM	I tried calling the customer back and phone rings and rings and message comes on states the "customer has a voice mailbox that has not been set up yet and to call back". I am not able to leave a message and letter sent to the customer. Will re-open when customer calls back.
Frontier North Inc. - Final / Initial Bill Issue	10/1/2019 1:16 PM	Customer is calling to speak with A.S. which is currently unavailable, transferred to the voicemail.

			<p>Received message from customer. We are playing phone tag. He states I am not able to reach him and he will call back. If customer calls back, can you please see if I am available (I am out 11/27 through 11/29, I return 12/2/19)</p> <p>If customer calls back please find out what he wants. I need specific information to re-contact the company if that is what he is wanting. I need to know how he was double billed and on what bill and exactly what other billing issues he has.</p>
	Frontier North Inc. - Final / Initial Bill Issue	10/1/2019 1:16 PM	
	Frontier North Inc. - Final / Initial Bill Issue	10/1/2019 1:16 PM	No callback from customer.
<b>Subtotal</b>		<b>11</b>	



00547436	Frontier North Inc. - Billing Dispute	10/1/2019 2:01 PM	<p>customer has home phone only with long distance on this acct and during set up through chat with the representative she was quoted \$45.12 (total) monthly for the service.</p> <p>Stated there was an issue with the installation and another tech had to come back and install/fix the service.</p> <p>When she was billed the 1st bill was \$190(included installation and service fees, she called to get it corrected and was told it would be 24 hours. She had to call back and the next rep told her it would take 3 months for the correction. She asked what she should do with the bill and was told to pay it and they would probably credit the over payment to her acct.</p> <p>The 2nd bill came in at \$77 and now owes \$260+. She states she's been trying to pay the bill but the app is having trouble and was told it's \$10 to pay with a rep. The app is showing successful but never pulls the money out of her acct even when paying with a rep. States she doesn't want to pay late fees either.</p> <p>██████████ is wanting her bill corrected and to come with the correct amount.</p> <p>██████████ would like for the investigator to contact her on the phone prior to 12:30 she has some questions that she wants to</p>
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	Frontier North Inc. - Billing Dispute	10/1/2019 2:01 PM	<p>Resolution Comments: LM stating that according to Frontier they spoke with Ms. [REDACTED] and reviewed all billing with her. Ms. [REDACTED] is subscribed to non bles Digital Phone Nationwide Long distance. The price for this package is \$42.99 per month not including taxes or surcharges. I have attached all bill copies for review as requested. I have honored the rate of \$45.12 for Ms. [REDACTED] for 2 months as a courtesy. Ms. [REDACTED] first she was charged \$45.15 for installation however I have credited those charges for her. Ms. [REDACTED] did Port her number to Frontier from another carrier and the charge should have been waived. I credited the difference on the first bill of \$24.45 so that Ms. [REDACTED] would only pay the quoted rate of \$45.12. I credited the difference on her 2nd bill as well- her bill was \$77.10 and I issued credit in the amount of \$31.98.</p>
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			LM stating that according to Frontier they spoke with Ms. [REDACTED] and reviewed all billing with her. Ms. [REDACTED] is subscribed to non Bles Digital Phone Nationwide Long distance. The price for this package is \$42.99 per month not including taxes or surcharges. I have attached all bill copies for review as requested. I have honored the rate of \$45.12 for Ms. [REDACTED] for 2 months as a courtesy. Ms. [REDACTED] first she was charged \$45.15 for installation however I have credited those charges for her. Ms. [REDACTED] did Port her number to Frontier from another carrier and the charge should have been waived. I credited the difference on the first bill of \$24.45 so that Ms. [REDACTED] would only pay the quoted rate of \$45.12. I credited the difference on her 2nd bill as well- her bill was \$77.10 and I issued credit in the amount of \$31.98.
	Frontier North Inc. - Billing Dispute	10/1/2019 2:01 PM	I also helped Ms. [REDACTED] with her on line bill pay and she was satisfied with our solution.
<b>Subtotal</b>		3	
00547437	Frontier North Inc. - Call Company First	10/1/2019 2:02 PM	Resolution Comments: RT EA
	Frontier North Inc. - Call Company First	10/1/2019 2:02 PM	customer called, stated that she is trying to find an address to send her payment to. i gave her the address for company, and also referred to EA.
<b>Subtotal</b>		2	
00547458	Frontier North Inc. - Can't Contact Company	10/1/2019 2:40 PM	Resolution Comments: ICB
	Frontier North Inc. - Can't Contact Company	10/1/2019 2:40 PM	Customer calling because home phone service went out this morning and she hasn't been able to reach Frontier. Gave EA#. Advised of credit if Bles is out for over 72 hours. ICB

<b>Subtotal</b>		2	
00547494	Frontier North Inc. - Call Company First	10/1/2019 4:12 PM	<p>██████████ is the wife of the acct holder (██████████)</p> <p>-caller wants to report telephone issue/s to Frontier, but she's having a difficult time getting thru to the company</p> <p>-when asked, caller says she dialing #877/462-8188 for repairs but she can't get anybody</p> <p>-when asked, caller says they're paying Frontier only for home telephone svc</p> <p>-referred caller to 877/462-7320 for furtherance</p> <p>-invited call back, if necessary</p>
	Frontier North Inc. - Call Company First	10/1/2019 4:12 PM	<p>CALL BACK &gt;</p> <p>██████████ is calling the PUCO to report her telephone issue</p> <p>-caller is complaining about the loud and terrible noise on the line</p> <p>-Note: Intake Rep can hear the humming sound as well</p> <p>-caller says it's irritating to hear the noise when she's talking on the phone</p> <p>-when asked, caller has not contacted Frontier first</p> <p>-caller was advised that she must report each and every issue with Frontier first</p> <p>-Intake Rep provided #877/462-7320 to call and report issue</p>
<b>Subtotal</b>		2	
00547762	Frontier North Inc. - Non-Jurisdictional Matter	10/2/2019 8:00 AM	Description: internet/phone is out frequently - and always days to fix - numerous times-
	Frontier North Inc. - Non-Jurisdictional Matter	10/2/2019 8:00 AM	Resolution Comments: LM ON VM TO CLOSE explained internet only issue is NJM . icb
<b>Subtotal</b>		2	
00547808	Frontier North Inc. - Billing Dispute	10/2/2019 10:35 AM	Resolution Comments: refer to hl - icb

	Frontier North Inc. - Billing Dispute	10/2/2019 10:35 AM	Caller states that when he calls to Frontier - the wait time is 15 mins - a call back is offered but the phone number they confirm with him, [REDACTED] - is not his - caller states that he has phone and internet with them - he states that for the first 12 days of last mo, he had no svc - someone ran over something when they were mowing – he was told that they will take money off the next bill – now they are telling him that it is under review – he wanted to drop the phone svc and have internet only – said that he could not do that - exp BLES svc and the phone rules required for out of svc - inquired on his monthly bill cost - he states that it is \$116.63 - refer to co hotline - invited call back.
<b>Subtotal</b>		2	
00547837	Frontier North Inc. - Can't Contact Company	10/2/2019 11:35 AM	Resolution Comments: RTHL Customer was unable to reach anyone @ FTR to report her phone being out [REDACTED] She can be reached at her daughter's cell phone [REDACTED]
	Frontier North Inc. - Can't Contact Company	10/2/2019 11:35 AM	RTHL 877-462-7320 and advised to wait until the end to reach Consumer Relations. ICB.
<b>Subtotal</b>		2	

00547881	Frontier North Inc. - Out of Service	10/2/2019 1:36 PM	He has been trying to report the issue for 3 days and has been unable to reach a representative from Frontier. He states that his cell phone will not work in the barn but the phone that works in the barn is [REDACTED] which is where he can be reached most of the time. He has caller ID. The issue is abundant static on the line. He states that he tried to submit a repair ticket but he has not received an estimated repair date. He states that his wife has multiple medical issues, but does not necessarily require telephone.
	Frontier North Inc. - Out of Service	10/2/2019 1:36 PM	I advised of the investigative process.
<b>Subtotal</b>		2	
00547925	Frontier North Inc. - Missed Installation Appointment	10/2/2019 2:45 PM	Resolution Comments: ICB
	Frontier North Inc. - Missed Installation Appointment	10/2/2019 2:45 PM	Customer called for new service with Frontier and was told they would be out on 9/19. No one showed for the installation appointment. Customer states she was told that it was wiring issue. Customer states no one ever came out so how could they know it's a wiring issue. Caller is pregnant with no weak cell service in the area. Gave EA#. ICB
<b>Subtotal</b>		2	
00547960	Frontier North Inc. - Can't Contact Company	10/2/2019 4:11 PM	Resolution Comments: Gave name/ICB

	Frontier North Inc. - Can't Contact Company	10/2/2019 4:11 PM	<p>██████ states about 2 months ago he was having issues receiving calls. Once reported they told him it was an inside issue and it would 1.5 months before repairs and he adv there was a tree down on the line. Well the next day the phone started working again.</p> <p>Yesterday started having the same issues able to make calls but when calls come in they can't be heard. Tried reporting but once a rep got on the line the line disconnected.</p> <p>Adv would need to report the repairs needed and gave the repair phone number and adv if not working by Monday to give us a call back.</p> <p>This is one landline phone service not bundled with anything.</p>
<b>Subtotal</b>		2	
00548195	Frontier North Inc. - Repair Service	10/3/2019 8:16 AM	Description: I have had at least 6 Frontier phone issues since June. They can't seem to correct the issue. Appears to be the box on Satin Road in Mechanicstown Ohio. I feel I should get a credit. Keep getting the run around. Phone is currently out of order again. They fixed it last Saturday and the previous Wednesday. The phone # associated with the account is ██████. This has been an on going issue for about the last year.
	Frontier North Inc. - Repair Service	10/3/2019 8:16 AM	Last outage: 10-2-19 reported static on the line. Fixed cross on 10-4-19. Per frontier no credit would be applied
	Frontier North Inc. - Repair Service	10/3/2019 8:16 AM	Resolution Comments: left vm, see comments
<b>Subtotal</b>		3	

00548207			<p>Tracy states FC put her on a deferred payment plan for \$100 month and she made her 1st payment on the 30th.</p> <p>Tracy states on 10/2 she came home and her phone was t/off. She spent 3 hours on the phone with various reps and finally found out there was never a deferred payment arrangement placed on the acct and they want \$300 to restore.</p> <p>Tracy also states her phone/internet bill keeps rising and FC reps have adv her she was being overcharged.</p> <p>Tracy says her cell phone doesn't get good coverage because she's in the country and needs her home phone.</p> <p>Tracy also states earlier this year a tech cut the wiring to all the jacks in her home and put a phone line that comes through her window because he didn't want to crawl under the house.</p>
	Frontier North Inc. - Disconnect Issues	10/3/2019 8:45 AM	Gave EA#/ICB/Gave name
	Frontier North Inc. - Disconnect Issues	10/3/2019 8:45 AM	Resolution Comments: Gave EA#/ICB/Gave name



	<p>Frontier North Inc. - Disconnect Issues</p>	<p>10/3/2019 8:45 AM</p>	<p>Frontier = home phone/Internet/Dish CALL BACK &gt; -caller says she has been a Frontier customer for the past 5 years, and Frontier shut off her home phone svc - probably on Oct 2, b/c she wasn't on the Deferred Payment Plan (?) -when asked, caller says she made a \$100 payment on Sept 30 - via phone using debit card -when asked, caller says the prior payment was on Aug 11, made a \$300 payment -caller says she called the PUCO earlier today, and was referred to EA, which she called and spoke to rep Nicholas, who routed her over to Collections -caller says Frontier wants \$187 to restore svc within 10 days to avoid the acct from being closed out -caller is complaining about how poor her home phone svc is (loud crackling noise; calls drops, etc) for the past 5 years -caller was advised that she must report any/all home phone svc issues to Frontier -caller says she does and is charged \$80 every time the tech comes out, but nothing gets fixed -caller is also complaining about having to pay for phone line upgrades, etc... -caller was advised that the PUCO will have to contact Frontier in order to resolve -case # and timeline provided for future reference</p>
	<p>Frontier North Inc. - Disconnect Issues</p>	<p>10/3/2019 8:45 AM</p>	<p>Resolution Comments: LM ON VM TO CLOSE issue regarding disconnection after pay arrangement- caller was to call back in after making \$100 payment and did not so service was shut off. restored on 10/7. Company currently working on static issue awaiting inspection at home. icb</p>

	<p>Frontier North Inc. - Disconnect Issues</p>	<p>10/3/2019 8:45 AM</p>	<p>States she called Frontier and she spent 337 minutes on her gov phone and over 500 minutes on hold to speak to a representative.</p> <p>Someone was suppose to come out on 10/10 and the tech never called or showed up.</p> <p>They were suppose to send someone out on 10/21 and another no call/no show.</p> <p>She got a text saying they need to come inside because they wanted to inspect the wiring but she couldn't take off work again.</p> <p>Spoke with Tammy in the EA office and she was rude and stated to [REDACTED] that she didn't hear any static. [REDACTED] states is saying that a previous tech from Aug 2018 ran through the window and cut the line in her home. Her window pinches the phone line.</p> <p>This has been an ongoing issue for the last 5 years.</p> <p>Also have been waiting on life line discount over a week ago and hasn't received it yet.</p>
	<p>Frontier North Inc. - Disconnect Issues</p>	<p>10/3/2019 8:45 AM</p>	<p>States she needs her phone service because she's out in the Resolution Comments: LM ON VM TO CLOSE issue regarding disconnection after pay arrangement- caller was to call back in after making \$100 payment and did not so service was shut off. restored on 10/7 as courtesy. needs to pay \$320.86. Company resolved wire through window issue.</p> <p>icb</p>

	Frontier North Inc. - Disconnect Issues	10/3/2019 8:45 AM	cust called for LG. Transferred to LG vm.
	Frontier North Inc. - Disconnect Issues	10/3/2019 8:45 AM	<p>returned customer's call. she insists she calls all the time to report issues with service and line run through her window. I explained there is no records of her calling in to talk to anyone from Dec 2018 through Oct 2019. Caller says she spoke with rep in Sept and was given case # for billing dispute I46165346 for her balance due to phone, internet and Dish charges. Caller states manager did not come out with tech. Says she has called 4 times to ask for details of the case #. Says she has called every month about her bill. company has no record of her calls. She kept talking about the phone line that ran through the window and the bundled package charges when she had Dish and internet on her bill. I repeatedly told her bundled charges are NJM and we cannot explain the charges on her bill with combined services. Spoke with customer for 30 minutes with no issues. explained that to customer and she immediately said "no I cant hear what you are saying."</p> <p>told caller I would ask about case # as she claims no one knows anything about the case #. however the bundled pricing is NJM.</p>
	Frontier North Inc. - Disconnect Issues	10/3/2019 8:45 AM	<p>Resolution Comments: LM ON VM TO CLOSE</p> <p>explained company states they spoke with her to explain her bundled charges. referred to Dish for Dish billing questions.</p> <p>icb</p>
<b>Subtotal</b>		9	

00548209	Frontier North Inc. - Repair Service	10/3/2019 8:50 AM	-caller says due to an accident - there's a utility pole that needs to be repaired -caller says he was told that the pole belongs to the local Telco, but caller does not know who to contact -per PUCO's utility maps>> Telephone Provider: Frontier North   Exchange: Russellville -referred caller to EA hotline via #877/462-7320 for furtherance
<b>Subtotal</b>		<b>1</b>	

00548228			<p>Priority/urgent</p> <p>Account Number: Not readily available.</p> <p>9/22/2019 - Service out</p> <p>2 missed repair appointments, no call/no show 10/1/2019 and 10/2/2019.</p> <p>Customer is a substitute teacher, uses the landline to receive job assignments etc.</p> <p>Customer contacted the company several times, company confirmed a telecommunications line was cut on one of the utility poles, no resolution.</p> <p>Customer continuously receives text messages from frontier with the incorrect date, informing a technician would be arriving on 8/1/2019 (2 months ago), other messages stating someone needs to be home, after frontier confirmed the issue was on the utility pole, not in the customer's name.</p> <p>The customer expressed, between not receiving calls for work and her husband taking time off work to wait for technicians who failed to show up or call, the situation has become a costly nuisance.</p>
	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/3/2019 9:59 AM	
	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/3/2019 9:59 AM	Resolution Comments: Left vm, advd co rsp, invtd cb
	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/3/2019 9:59 AM	Customer is returning a call from C.M, transferred to C.M.

	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/3/2019 9:59 AM	<p>Left vm, advd the following. Trouble was rpt'd on 9/30/19. Due to unforeseen circumstances, the co. was not able to meet all of their appts.</p> <p>Damaged Cable. A credit of \$25 was given on 10/2/19 as a courtesy for missed commitment.</p> <p>On 10/3/19 an out of service credit of \$9.94 was given. With taxes added the totals for credit was \$37.74. This was repaired on 10/4/2019. Advd cls case, invtd cb w/any questions or concerns, RTHL# *****</p> <p>not Bles. They have a phone package and DSL service</p>
	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/3/2019 9:59 AM	<p>Cust called back to thank me as she believes it was because of the PUCO's involvement the co. made the repair. Invtd cb in the future should she need further assistance.</p>
<b>Subtotal</b>	5		
00548353	Frontier North Inc. - Repair Service	10/3/2019 3:16 PM	* sent initial email *

			customer called with a complaint about Frontier and her phone service. she says that there is a loud interference that has been on the line for about a year now. she says that it's not a static sound, but more like a buzzing or a humming. she says it's a very loud interference. she says whenever she gets a call on her landline, she can never hear the person on the other line clearly. she says that the last time a Frontier tech was out there was a couple months ago. she says every time it gets repaired, the noise returns shortly after.
	Frontier North Inc. - Repair Service	10/3/2019 3:16 PM	i advised we can contact Frontier for her about this interference on the line. gave her the case id.
	Frontier North Inc. - Repair Service	10/3/2019 3:16 PM	* review interim company response *
	Frontier North Inc. - Repair Service	10/3/2019 3:16 PM	* review interim company response *
	Frontier North Inc. - Repair Service	10/3/2019 3:16 PM	* read notes by CF *
	Frontier North Inc. - Repair Service	10/3/2019 3:16 PM	cust calling back with very loud buzzing on her line wanting to check on case cust is needing her phone fixed she uses it to pay her bills online and automated systems cant hear her adv cust S.T. is waiting on a response from the company adv cust I can get this noted icb
	Frontier North Inc. - Repair Service	10/3/2019 3:16 PM	* sent follow up email *
	Frontier North Inc. - Repair Service	10/3/2019 3:16 PM	* sent follow up email *
<b>Subtotal</b>		8	

00548378	Frontier North Inc. - Repair Service	10/3/2019 4:33 PM	<p>Frontier</p> <p>Customer is calling to request assistance with a frontier line which is hanging 10 feet above ground.</p> <p>The line in questions sits in front of the customer's home, the line was hit by a passing truck hauling farming equipment earlier today. The customer expressed, they have to use a ladder to hold the line up with large trucks pass by.</p> <p>I provided the EA contact, provided case number should she need to contact us back, provided my name, lcb.</p>
	Frontier North Inc. - Repair Service	10/3/2019 4:33 PM	Resolution Comments: EA/ICB
<b>Subtotal</b>		2	



00548390	Frontier North Inc. - Non-Jurisdictional Matter	10/3/2019 6:51 PM	Description: There has been an internet outage in our area since September 24 - when calling the national phone number, after entering our account number, the system shares an automated message that there is an outage, does not provide a date when it will be repaired, and hangs up. Our local number has a prerecorded message that they are on the phone with another customer and hangs up. In addition, the office uses tactics to keep customers from showing up in person by avoiding signage, locking doors, and posting a sign with instructions for UPS drop-offs. This company has leveraged grant dollars to expand broadband in our area, but we experience inconsistent service, slower than reported speeds (14mbps vs 25mbps), and non-existent customer service at a very high cost of over \$100/month. Other states have filed class action lawsuits against Frontier for misusing taxpayer dollars used to expand broadband. I feel this company should be investigated in our area.
	Frontier North Inc. - Non-Jurisdictional Matter	10/3/2019 6:51 PM	Resolution Comments: ISP complaint >> NJM for the PUCO >> merge ltr sent Oct 4, 2019
	Frontier North Inc. - Non-Jurisdictional Matter	10/3/2019 6:51 PM	Subject: Service Outage Lasting Over a Week - No Mechanism to Communicate
<b>Subtotal</b>		3	
00548549	Frontier North Inc. - Local Number Portability	10/4/2019 9:28 AM	-caller has relocated to a new location, and want to 'port' her home phone number >> want to keep the same home telephone # -when asked, caller says she's made several attempts to reach company -referred caller to EA hotline for furtherance >> contact info provided -invited call back, if necessary

			CALL BACK > - [REDACTED] is calling back to say that his wife, [REDACTED] called the EA hotline and spoke to Amanda around the 1st of October, but hasn't heard from her since -caller says 2 weeks later Frontier came out and buried a new line, but it's not 'hooked up' yet -when asked, caller wants Frontier to call him and tell him when they're gonna hook up the svc -caller says it's been close to 2 months!! >> he's 79 y/o and should not be getting upset about it -caller was advised that the PUCO will have to contact Frontier about his concerns -case # and timeline provided for future reference
Frontier North Inc. - Local Number Portability	10/4/2019 9:28 AM		Resolution Comments: Frontier states that the service was confirmed as working and an adjustment was applied to the account of \$153.02.
Frontier North Inc. - Local Number Portability	10/4/2019 9:28 AM		I called customer and advised that Frontier states that the service was confirmed as working and an adjustment was applied to the account of \$153.02.
Frontier North Inc. - Local Number Portability	10/4/2019 9:28 AM		[REDACTED] confirmed that the service is working and the issue has been resolved.
<b>Subtotal</b>		4	

00548577	Frontier North Inc. - Billing Inquiry	10/4/2019 10:26 AM	<p>-caller has billing questions with Frontier</p> <p>-caller says they had home phone &amp; Internet with Frontier, but discontinued the Internet, which Frontier d/c the home phone svc as well</p> <p>-caller says they never requested the home phone svc to be d/c</p> <p>-caller wants to know what are they being billed for?</p> <p>-when asked, caller says she called Frontier about 2 days ago, and wasn't able to get her concerns addressed</p> <p>-referred caller to EA hotline for furtherance &gt;&gt; contact info provided</p> <p>-invited call back, if necessary</p>
<b>Subtotal</b>		1	
00548623	Frontier North Inc. - New Service	10/4/2019 12:36 PM	<p>The customer is trying to get service transferred. Frontier needs to lay lines, because there are no facilities. She has been trying to get it done since Aug 16, 2018...for over a year. The company keeps saying there are no ports. Frontier is refusing to give her service in a territory that they service.</p> <p>Advise that the PUCO will contact the company on her behalf.</p>

	<p>Frontier North Inc. - New Service</p>	<p>10/4/2019 12:36 PM</p>	<p>Co response: This is a Bles account but has not been without service.</p> <p>Frontier does not see any other transfer orders placed. In August of 2018 an inquiry was placed for Internet at the new location.</p> <p>A Frontier Representative spoke to Ms. [REDACTED] on October 9, 2019. At that time, Ms. [REDACTED] placed a transfer order, and it was given a due date of October 14th.</p> <p>A technician will be allocated on October 14th to determine what needs to be done to complete the order.</p> <p>Mr. [REDACTED] understands that if there is construction or engineering required, the completion date will take longer.</p> <p>Ms. [REDACTED] does not want telephone service moved from old location until service lines are ready to provide service at the new location.</p> <p>Ms. [REDACTED] was given direct contact information for any further concerns</p>
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	Frontier North Inc. - New Service	10/4/2019 12:36 PM	ICB Resolution Comments: LVM to close, advised an inquiry was placed for Internet at the new location, and internet is njd, regulated by FCC. advised she did not want telephone service moved from old location until service lines are ready to provide service at the new location. A tech should have been out 10/14 to advised what will need done and if there is construction or engineering required, the completion date will take longer.
	Frontier North Inc. - New Service	10/4/2019 12:36 PM	ICB Co came out and measured and told would need to bore the line and waiting on the permit. Called a few days ago, and told would be doing work. Caller cannot see where any wires should be. Told on winter hold until June 1. Advised caller of info from the case. Caller states she never wanted the internet moved, she has wanted the phone this whole time.
	Frontier North Inc. - New Service	10/4/2019 12:36 PM	ICB Resolution Comments: Called customer to close and verified that the co had installed the new service. She advised they had and thanked for my help.
	Frontier North Inc. - New Service	10/4/2019 12:36 PM	ICB Co response: The technician went out there on 11/20 and the customer has service.
<b>Subtotal</b>		6	

00548660	Frontier North Inc. - Local Number Portability	10/4/2019 1:59 PM	<p>Frontier North, she is calling about two different companies. She states that on 9/10/19 they experienced slow down in the internet. Spent an hour on phone and said they would send someone on 9/19/19. They could not wait that long and called and switched to Spectrum. Spectrum was not able to offer service at that time. She was instructed to call Frontier back and request a port in. since then there have been about 18 hours of phone calls. She asked Frontier to do a port in and she did that for whatever reason that did not happen. She was told they were waiting on Spectrum to return the phone number back to Frontier. Someone from Spectrum came out and hooked up their service and she had phone service and got a new number [REDACTED]. Then Frontier called her that they were coming out to hook up the phone and internet. She told them not to come out as the service was working with Spectrum. Now the spectrum service does not work. She called spectrum and they give her a temp # [REDACTED]. Spectrum is now stating they can not port the phone # [REDACTED] because her account with Frontier is inactive. I asked the customer what company she wants the service with and she states Spectrum. She states that she called Spectrum today to tell them the service was not working and was advised to call Frontier as the number went back to Frontier. She states the service was working yesterday fine and then today nothing. She states she called Frontier and they told her the account is inactive and she wants to know why. She wants</p>
	Frontier North Inc. - Local Number Portability	10/4/2019 1:59 PM	<p>Called the customer to update. She is not happy with Frontier and holds the company responsible for the delays, but her understanding is that nothing now stands in the way of the port and that it should be taken care of by the end of the day 10/10/19. Advised that I would try to reach her Friday to confirm. Invited a call back.</p>

	Frontier North Inc. - Local Number Portability	10/4/2019 1:59 PM	Called the customer for an update. Reached voice mail. Left message asking for a return call. Left hotline number and case ID.
	Frontier North Inc. - Local Number Portability	10/4/2019 1:59 PM	Called the customer for an update. Reached voice mail. Left message asking for a return call. Left hotline number and case ID.
	Frontier North Inc. - Local Number Portability	10/4/2019 1:59 PM	Called the customer for an update. She said that her number was ported over as promised last week and she is happy to report that everything is working fine. Invited a call back.
<b>Subtotal</b>		5	

00548740	Frontier North Inc. - Repair Service	10/5/2019 10:28 AM	<p>Description: For approximately 2 years our home phone has had a very loud humming noise. During this time, I have placed numerous repair orders through Frontier. As is always the case, a repair technician is dispatched anywhere from 10 to 14 days. The technicians tell me the same thing every time, that the phone line from Albany, Ohio (the closest town) which is 6 miles away, is bad and needs to be replaced. As it rains, or gets hot, the humming gets so bad that you can't hear any conversation. 2 weeks ago, I placed probably my 50th repair order and was told a technician would be out in 14 days, between the hours of 8 am and 8 pm and someone would need to be present. 5 days in a row after that date, i would receive a daily text stating they were unable to come, but they would be there the following day. As stated this went on daily for an additional 5 days. The service technician finally left me a message stating that the service was as good as it gets, until they replace the 6 mile line to Albany, which there is no immediate plans in doing so. On 10/3/2019 I called in another order do to the humming being so loud that you couldn't hear the other party. When trying to do so, there was so much interference that I could not use the automated system. I finally obtained a phone number to speak directly to an individual, but he transferred me to customer service, where I was later disconnected. This call took over an hour and a half.</p> <p>They sent a technician out to work on the line on 10/4/2019 and reported back that there were no problems found. When</p>
	Frontier North Inc. - Repair Service	10/5/2019 10:28 AM	<p>Resolution Comments: LM ON VM TO CLOSE explained company reported current service issue resolved and they confirmed with customer as well as issued credit. advised we are monitoring service/repair issues with Frontier. advised to continue to report all issues with service.</p>
<b>Subtotal</b>		2	



00549020	Frontier North Inc. - Call Company First	10/7/2019 8:42 AM	cust calling to get his phone outage reported referred to ea icb
	Frontier North Inc. - Call Company First	10/7/2019 8:42 AM	Resolution Comments: icb
<b>Subtotal</b>		2	
00549022			Elizabeth states the line was cut on accident by some water contractors.
	Frontier North Inc. - Non- Jurisdictional Matter	10/7/2019 8:49 AM	States the internet line was rigged instead of being done appropriately. Adv NJM and gave number to AG office.
	Frontier North Inc. - Non- Jurisdictional Matter	10/7/2019 8:49 AM	Resolution Comments: Gave name/ICB
<b>Subtotal</b>		2	
00549024	Frontier North Inc. - Repair Service	10/7/2019 8:52 AM	Description: Pole getting ready to fall. Safety hazard. Cold 2x with no response. This is a safety hazard. New pole was installed 2 years ago. Tired of them not taking care of this or st least construction not giving me a call back. There are children in this neighborhood m
	Frontier North Inc. - Repair Service	10/7/2019 8:52 AM	Have called with no response. New pole has been up hit 2 yrs! Old pole is leaning and ready to fall which is a safety hazard. Children live best this pole. Pls help me solve this problem
	Frontier North Inc. - Repair Service	10/7/2019 8:52 AM	OE response: A field visit was completed, and the pole is clear and ready to pull, however, this pole is owned by Frontier. Line Supervisor explained this to the customer. Customer understands and has also been in contact with Frontier about having the pole removed.

	Frontier North Inc. - Repair Service	10/7/2019 8:52 AM	Co response: Ms. ██████ contacted Frontier on September 4, 2019. Frontier advises that this was not a damaged Frontier pole but actually Frontier facilities that needed to be moved from an old Ohio Edison pole to a new power pole that had been placed. The transfer of Frontier facilities to the new pole was completed on 10-14-19. Ohio Edison is responsible for the old pole. We spoke to Ms. ██████ on 10-16-19 and confirmed the transfer to the new pole.
	Frontier North Inc. - Repair Service	10/7/2019 8:52 AM	CO response: Pole was removed today. Confirmed with Ms. ██████ 11/6/2019.
	Frontier North Inc. - Repair Service	10/7/2019 8:52 AM	Resolution Comments: LVM to close, co states they removed pole 11/6/19. ICB
<b>Subtotal</b>		6	
00549042	Frontier North Inc. - Repair Service	10/7/2019 9:38 AM	She states that she called about this same issue previously. She states that every time that it rains her telephone has a loud buzzing. She states that Frontier refuses to send anyone out while the line is wet to figure out what the problem is. She states that the issue has been ongoing for 2 years. She states that she reported the current issue last week. I advised of the investigative process.
	Frontier North Inc. - Repair Service	10/7/2019 9:38 AM	Previous case 00245007
	Frontier North Inc. - Repair Service	10/7/2019 9:38 AM	Resolution Comments: advise customer company did not find issues when tech went out 10/8, changed cable pair and do \$7.99 out-of-service credit. customer understands information.

	Frontier North Inc. - Repair Service	10/7/2019 9:38 AM	<p>CALL BACK &gt;</p> <p>██████████ is calling back about her telephone issue/s with Frontier, and provided case 549042</p> <ul style="list-style-type: none"><li>-caller says every time it rains is when she experiences the telephone issue/s</li><li>-caller says Frontier need to send someone out while it's wet   need to come out while it's raining</li><li>-caller says she's been trying for the past 2 years to this problem fixed!!</li><li>-caller says she currently has buzzing and humming noise on her end of the line</li><li>-caller says sometimes the noise is so loud it will drop calls</li><li>-Note: Intake Rep did not experience any noise on the line while speaking with the caller</li><li>-when asked, caller says Yes - she contacted Frontier this morning to report the noise on the line, and they won't send anybody out until Monday, Nov. 4</li><li>-caller says she never told MT that the issue was fixed - so she don't understand why the case/complaint was closed &gt;&gt; where did he get that idea?!!!</li><li>-when asked, caller has cellular svc, but she rely on the house phone b/c she only uses the cell phone when she's away from home</li></ul> <p>-caller was advised that her comments are noted and added to the case</p>
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	Frontier North Inc. - Repair Service	10/7/2019 9:38 AM	Resolution Comments: advise customer company did not find issues when tech went out 10/8, changed cable pair and do \$7.99 out-of-service credit. customer understands information. vm customer that company repaired service in 11/19 while it was raining. company tech educated customer on troubleshooting the nid and customer premise equipment/inside line issues. advise that company repaired a cross at the cable pair. issues with hum or buzzing go back to a power or grounding issue. leave hotline number as cbr.
<b>Subtotal</b>		5	
00549136	Frontier North Inc. - Repair Service	10/7/2019 11:00 AM	Caller has Frontier Caller states that when she picks up the phone it goes dead and there is a buzzing sound. She reported it in June and the Co advised that it was being fixed. She has called several times and the phone is not fixed and the co has not provided any updates
	Frontier North Inc. - Repair Service	10/7/2019 11:00 AM	Advised of Ea
<b>Subtotal</b>		2	Resolution Comments: Advised of Ea
00549142	Frontier North Inc. - Can't Contact Company	10/7/2019 11:11 AM	customer called, says she has been trying to reach Frontier because her phone is off. i gave her the EA#. ICB.
	Frontier North Inc. - Can't Contact Company	10/7/2019 11:11 AM	Resolution Comments: ICB
<b>Subtotal</b>		2	
00549193	Frontier North Inc. - Delayed Installation	10/7/2019 1:33 PM	Customer customer EA#. she hadn't tried the EA#. ICB

	Frontier North Inc. - Delayed Installation	10/7/2019 1:33 PM	<p>&gt; Callback</p> <p>Customer spoke with the EA, which informed service was installed on 9/26/2019, the jack was behind the nightstand.</p> <p>Customer contacted management of the long term care facility, which checked and informed, no jack was installed.</p> <p>Customer is requesting we investigate, I provided the case number, provided my name, lcb</p> <p>I updated the service address and number in question.</p>
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			<p>The customer is calling on behalf of her son who is recovering from an accident and is now staying in a long term facility. The customer informed, her son has reached out to Frontier several times over the past few months to request they install the landline service to his room, no resolution.</p> <p>The customer does not know the address to the facility.</p> <p>Rosemont Pavilion suite 212 (she thinks).</p> <p>Customer expressed she too had a bad accident, and has a hard time checking on her son which lives 30 miles away from her residence.</p> <p>Customer informed, Frontier provided her son a phone number, but he can't use it because the installation was never completed.</p> <p>I provided the EA as a potential resource, advised she call to escalate her concerns, provided case number as a reference should she need to contact us back.</p> <p>I advised, if she needs to contact us back, we will need the building address and suite number regarding the service.</p>
	Frontier North Inc. - Delayed Installation	10/7/2019 1:33 PM	I provided my name, Icb
	Frontier North Inc. - Delayed Installation	10/7/2019 1:33 PM	Resolution Comments: EA/ICB
	Frontier North Inc. - Delayed Installation	10/7/2019 1:33 PM	Resolution Comments: Advised that her nursing home needs to install the jack. Called on regular line in error.
<b>Subtotal</b>		5	

00549265	Frontier North Inc. - New Service	10/7/2019 3:45 PM	Frontier/ needing new service, it is a new service. It was built two years ago and there are now phone lines or anything. It has been three or four months ago. There is not cell service in their area and they are using cell boosters. States they are just dragging their feet. I told him we can send to the company and see what we can find out. They have 10 business days to respond and once we get a response we will call him back. He said another thing they have told them is that there is a lot of new construction in the area and that is causing a delay. He states there is no new construction around them. I advised of time frame and he thanked for help.
	Frontier North Inc. - New Service	10/7/2019 3:45 PM	Email sent advising that installation was delayed due to no Frontier facilities at the location of the new build. The installation was completed on November 26.
	<b>Subtotal</b>	2	
00549276	Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	* sent initial email *

			<p>Frontier / Billing inquiry</p> <p>Customer is of the senior community, 77 years of age.</p> <p>Customer is calling regarding a billing dispute with Frontier, after several conversations with the company she feels every representative provides inconsistent information, no resolution.</p> <p>Customer expressed, her landline service billing is inconsistent and incorrect without explanation from the company.</p> <p>7/2019 - \$88.60 8/2019 - \$65.94 9/2019 - \$46.35</p> <p>Customer has reached out to Frontier several times, which always advises to just pay the bill and they will enter adjustments.</p> <p>Customer feels Frontier owes her money for the past few months she was overcharged, or wants an explanation as to what's going on. Customer feels her billing needs to be checked out.</p>
	Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	Customer is requesting we investigate, provided case number,
	Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	* review interim company response *



Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	<p>Customer is calling to speak with S.T. regarding the case.</p> <p>Customer listened to the voicemail left by S.T. and would like to discuss the details of the case.</p> <p>S.T. was currently unavailable, transferred to the voicemail.</p> <p>Customer would like a callback.</p>
Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	<p>cust calling back to check on case</p> <p>adv cust S.T. is waiting on a response back</p> <p>cust wants to mention that Sarah called her today 10/16 from Frontier saying they credited her back \$22.66 on her account for the June and July of having no serv.</p> <p>cust stating they didnt give her the full credit she needed her bills were \$88.60 a month.</p> <p>cust is stating this isnt right</p> <p>adv cust I can get this noted</p>
Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	* read notes by CF *
Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	* sent follow up email - read notes by LD *
Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	<p>-Joyce Walker is calling for the status of case 00549276</p> <p>-Note: Status: Pending Reply   Case Age in Business Days: 12</p> <p>-caller was advised ST is currently handling the case &gt;&gt; case is not resolved yet</p> <p>-invited caller to call back on/after Nov 1st for an update, if she hasn't heard from ST</p>
Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	* review company response *

Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	Customer is calling about her case and wants to speak with ST. Transferred to voice mail with permission.
		<p>reached the east and left a message - adv of the company response - adv that the company is not required to issue credit since her account was a non-BLES account - adv what non-BLES stands for - invited call back if she has any further questions.</p> <p>* You are no longer a Frontier customer as you had since disconnected your Frontier service. While subscribed to Frontier, you were non bles and subscribed to digital phone unlimited with features and long distance as well as Broadband Max. Your June 25th bill was \$88.60 this included taxes fees, the July 25th bill was \$65.94 the reason this bill was less is because you removed your Broadband Max so the bill was for digital phone unlimited (plus taxes and fees) and a onetime broadband processing fee of \$9.99. When the August 25 bill came out, you didn't pay the full \$65.94 from the month before. You paid \$35.95 and \$29.99 was past due, the new charges for the month were \$57.56 (\$57.56+\$29.99=\$87.55). The September bill statement printed \$87.55 for the previous balance a payment was made for \$72.21 and a credit applied for \$15.34 leaving a zero past due balance. The new charges are \$46.35. Frontier spoke with you on 10-16-19 and went over your complaint. You were disputing charges billed to you and did not think you had received the proper adjustment owed to you. You stated that you were out of service from</p>
Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	June 28, 2019 and was restored on July 10. Frontier has no record of this outage and there was no repair ticket placed.
Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	Sent follow up to FN to verify dates and amounts.
Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	Cust called to speak with ST. Transferred to ST vm.

	Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	<p>cust stating she hasnt had serv since July and they keep billing her</p> <p>cust has been trying to speak with S.T. about this and cant seem to talk with her</p> <p>adv cust she is out until 11/13</p> <p>cust wants to get this resolved with supe</p> <p>transferred to supe line C.M.</p>
	Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	Customer calling back to speak w/ S.T. She would like a call back. However, she will not be available between 11:30am - 2:00pm today. She will be home after 2:00pm today.
	Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	I called the cust - LM that I was returning her call.

	Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	<p>Call was transferred by staff to the escalation line</p> <p>Reviewed previous call notes from invt. Caller states this is very frustrating and it sounds like PUCO has been given incorrect information.</p> <p>Caller went into prev vm's rc'd from FN regarding her outage. Caller has every call and dated very well documented. She was going into the billing dispute and not being given credit. Advd that co. issued an adjustment in the amount of \$24.94 on September 16, 2019.</p> <p>**caller states that she canceled her service on July 15 w/the co. she said that everything was down, serv was out, so she canceled her services w/FN.</p> <p>**cust is then saying her ph came back on for only 5 days. At that point she called the co. and said ok, what do I owe for just ph serv. The lady told her to pay \$35.75., and that's what she pd on Aug 2.</p> <p>Caller said she was still billing for \$85.00 and her daughter then contacted the co. The co. told her daughter to just pay \$72.21....she pd this on sept 20.</p> <p>At that point co. told her daughter that she was pd in full, caller no longer had serv.</p> <p>On Sept 25 she rc'd a bill for \$46.35. At that point her daughter said she doesn't know what to tell her, because her daughters understanding was that the bills would stop and it was understood she no longer had serv. w/FN.</p>
	Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	Resolution Comments: spoke with cust - close case

	<p>Frontier North Inc. - Billing Dispute</p>	<p>10/7/2019 4:08 PM</p>	<p>review company response</p> <p>I returned the cust's call and spoke with [REDACTED] - adv the cust that the PUCO regulates Frontier but not all of their services - adv that the PUCO regulates landline service but not internet (FCC) - cust states that is what her husband was telling her too - cust was appreciative of the information.</p> <p>* Please review the July 15th call if it hasn't already been reviewed. no record of customer calling on July 15</p> <p>* Did she cancel that day? n/a</p> <p>* Was she told to pay only \$35.75? n/a</p> <p>* If not, what date does Frontier show she cancelled her service? Ms. [REDACTED] placed an order to disconnect her Internet service on July 11, 2019 and Frontier received a request to port her telephone service to another provide on October 7 and the service was ported out on October 8, 2019.</p> <p>*Why was the credit issued in September? Credit was given on 9-16-19 fpr \$24.94 and posted on the 9-25 bill- \$9.99 was for a broadband disconnect fee that she was billed on the July 2019 bill. The remaining adjustment is not clearly notated so I cannot tell what the adjustment is for. It could be a courtesy credit. There are no trouble tickets on file.</p>
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			<p>Cust calling to speak with Shawn T. Stated she has a few questions that need to be resolved.</p> <p>Stated she has 2 outstanding bills and does not have the service. Wanting to know if she needs to continue paying them. \$19.14 and previous month was \$46.36. Stated they took off \$26.86. 10/16 Spoke with Sarah from Frontier about the bills being soo high and had the internet removed form her account. Stated he continues to pay bills but she continues to have issues. Stated she thought if she didn't get service she should not need to pay for them. Phone went out on 10/15 and internet for 9/5.</p> <p>Cust is just wondering if she would pay the bills or not.</p> <p>Cust does not have service from frontier anymore. Internet ended in July. Cust does not understand why she is being billed till Oct 25 when service ended Oct 8.</p>
	Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	advised I would get info to Shawn T and request for her to call the customer.
	Frontier North Inc. - Billing Dispute	10/7/2019 4:08 PM	Calling back to update notes, she no longer had service after 10/4 not 10/15.
<b>Subtotal</b>		21	
00549284	Frontier North Inc. - Contract Inquiry	10/7/2019 4:47 PM	Resolution Comments: Sent letter

			<p>states church decided they were going to install with w/Spectrum. Contacted FN, told them leaving, going w/Spectrum. FN said all they need to do is call and cancel the serv. Spectrum installed June 3. Friday, May 31, requested to cancel, which they did. On Monday, met w/Spectrum. Monday came, and Spectrum told them that FN didn't do something that they needed to do and she'd have to call FN. Called FN, they said since she wanted to retain the ph number they needed to leave the number connected until Spectrum came in on Mon, and Spectrum would need to place a port request.</p> <p>Asked FN what do they need to do to reinstate the number to allow for the number to be ported. FN told her that they would reinstate the number. There were several conversations from around mid-June b/4 Spectrum was able then to pull the number from FN.</p> <p>When FN reinstated the number, they reinstated it as a brand new cust., said whoever they talked to agreed to a one yr contract. Caller said that was never apart of the conversation. Now that they canceled, FN charged an ETF of \$948.61. From approx late Jun till today, she's made at least 10 ph calls to FN. Everyone she talks to is nice, but nothing is getting done about this. Said the supervisors told her they would pull the call and listen to see if she agreed to a contract. She knew that this</p>
	Frontier North Inc. - Contract Inquiry	10/7/2019 4:47 PM	Called the church to inform of company response and vm had not been set up.
<b>Subtotal</b>		3	

00549297	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/7/2019 10:34 PM	Description: On Sept 9th 2019 I lost land line phone service to my home which has no cellular in the area. Frontier stated the earliest they could repair my phone was Sep 26, 2019, I took off work and waited. Frontier was a no show, contacted Frontier for the reschedule. Setup Oct 4th 2019' again took off work, and again Frontier was a no show. This non-response non-caring attitude persists as of today. I had a heart attack in 2016 and have several health concerns that make my phone service vital to my well being, I hope your organization can help me get through to this company that their is no excuse for a phone repair to linger this long
	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/7/2019 10:34 PM	Reviewed customer email. Re-closing.
	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/7/2019 10:34 PM	Reviewed FTR and customer's responses.
	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/7/2019 10:34 PM	I left a voicemail advising customer of co. response, service being restored after repairs made on 10/11. Also a credit of \$148.24 will be applied to his account. ICB. **Closing case
	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/7/2019 10:34 PM	Resolution Comments: Left vm advising of service repair and \$148.24 credit.
<b>Subtotal</b>		5	



00549453	Frontier North Inc. - Repair Service	10/8/2019 5:29 AM	<p>Description: I reported to Frontier that my local telephone service was out of order, completely dead, on August 14, 2019. I explained that our local township trustees had been working along our road and I believed they had cut our line. Ultimately the drop to my home had to be replaced. The technician left a message for me on September 13, 2019 that issue had been resolved. When my bill did not reflect service credit, I spoke to a Frontier billing rep who asked me for the trouble ticket number. I explained I no longer had the information. She explained unless I had that she could not issue the credit. She said she did not have the ability to research this. I went on line to look at my trouble ticket history and it was not accessible. I also called the trouble shooting number, but was unable to get past the prompts. I have had trouble with my telephone service off and on for quite some time over the past few years. I find Frontier's customer service quite lacking. I am asking for one months local service credit for my telephone number [REDACTED]. Thank you</p>
	Frontier North Inc. - Repair Service	10/8/2019 5:29 AM	Subject: Request for local service credit for out of service issue
	Frontier North Inc. - Repair Service	10/8/2019 5:29 AM	Left voicemail and advised customer of repairs on 9/13 and the \$44.26 credit that should show on her next bill.  **Closing case
	Frontier North Inc. - Repair Service	10/8/2019 5:29 AM	Resolution Comments: Left vm advising of \$44.26 out of service credit.
<b>Subtotal</b>		4	

00549495	Frontier North Inc. - Repair Service	10/8/2019 10:27 AM	<p>██████ is the caregiver of the account holder (91) with health problems and no cell service or internet.</p> <p>Frontier was called last week and has yet to come and make the repairs. States they will be in the middle of a call and the call will drop and make a busy signal. States it took 3 times to call the PUCO.</p> <p>The call dropped while we were talking .</p> <p>The acct holder is elderly and on 24 hour care and 911 cannot be called if the phone line is having issues.</p>
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	Frontier North Inc. - Repair Service	10/8/2019 10:27 AM	I called customer and spoke to her care taker, [REDACTED]. She states the company states the service is working and then it goes out. She states that today the service was working. She states what happens is that if someone calls in and they are talking on the phone a loud busy signal will come on and end the call. Or if you try to call it will do that. I told Her I tried the other day and it rang busy the every time I called and I was wondering if out or just someone on the line. She states the customer can not get internet and she is 91 and if they have to call the squad they can't. I told her I understand and we do not regulate internet and can't do anything on that end, I wish we could. I told her that this company has repair issues and service issues. I told her I would send something back over to the company to see if they have any update on repairs. I did read her the response I received on 10/8/19. She states she off the next week, she works every other week. she states that I can call [REDACTED] at [REDACTED] if and when i get a response if it is in the next week. which it should be. she explained her issues she had with the company. I told her once I get the response I will call back. she thanked for help.
	Frontier North Inc. - Repair Service	10/8/2019 10:27 AM	I tried calling the customer to see if service has been repaired but phone rings busy. Sent another e-mail to the company.
	Frontier North Inc. - Repair Service	10/8/2019 10:27 AM	Read company response and will call to close.

	Frontier North Inc. - Repair Service	10/8/2019 10:27 AM	<p>Resolution Comments: t:</p> <p>I called customer back and spoke to [REDACTED]. I explained that I had spoke to Amy yesterday. I told her I got a response today and that the company states they were able to make repairs on the 23rd. They state there was a problem with remote equipment. They state they repaired this, they state they confirmed with someone the service was working. she states that someone called yesterday (the house). The company is issuing a credit in the amount of 55.84 for the without service. A medical escalation letter was mailed and she states she received that and will take to the doctor to get filled out. she thanked me for looking into this for her and I told her if they have any other issues to call back and she states they will. close case.</p>
	Frontier North Inc. - Repair Service	10/8/2019 10:27 AM	<p>I called customer back and spoke to [REDACTED]. I explained that I had spoke to [REDACTED] yesterday. I told her I got a response today and that the company states they were able to make repairs on the 23rd. They state there was a problem with remote equipment. They state they repaired this, they state they confirmed with someone the service was working. she states that someone called yesterday (the house). The company is issuing a credit in the amount of 55.84 for the without service. A medical escalation letter was mailed and she states she received that and will take to the doctor to get filled out. she thanked me for looking into this for her and I told her if they have any other issues to call back and she states they will. close case.</p>
	Frontier North Inc. - Repair Service	10/8/2019 10:27 AM	<p>called to close case and [REDACTED] was not there but [REDACTED] would be there is a few minutes. I told the person who answered i would call back and thanked for help.</p>
<b>Subtotal</b>	7		

00549577	Frontier North Inc. - Billing Dispute	10/8/2019 1:15 PM	<p>States she's 86 yrs old and is sick. States she hadn't had serv for about 2 mths. At times the static was so horrible that that she couldn't talk. States that the co. is charging her a bill for \$79.99. Asked if she reported this to the co when she was w/out serv. She said yes and they would make a repair, but only have serv for maybe 2 or 3 days and then out again. States was w/out ph serv and severe static on the line....States she thinks they provided her w/some kind of a credit, but she isn't positive. States she just had the ph line w/the co., she doesn't think she had a package plan. Contacted FN... now saying she thinks she called them, but at 86 yrs old, she just can't remember everything. She said she does remember calling them to say she wasn't going to pay this bill, but doesn't remember what the co. said. Caller said during this time, she was so sick, having surgeries and trying to deal w/this. Advd will send for invt., advd co time line, advd co time line. Provided case number. Caller states since having the service related issues, she when w/Spectrum and ported her number to Spectrum. States that she is willing to pay maybe \$20.00 on this as she did have serv a couple of days in that two mth period... she is an honest person and wants to do whats right. Advd added this to the notes. Invtd cb.</p>
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	Frontier North Inc. - Billing Dispute	10/8/2019 1:15 PM	I spoke w/ customer and confirmed that repairs have been made and that FTR spoke w/ her yesterday. I went over the repair and service outage history per FTR records. Confirmed that the \$22 out of service credit was for the regulated portion of her bill for a month of charges. Ms. [REDACTED] still believes that based on all the trouble that she's had with her service, FTR should not be requesting payment of the \$57.99 final bill.
	Frontier North Inc. - Billing Dispute	10/8/2019 1:15 PM	**Closing case
	Frontier North Inc. - Billing Dispute	10/8/2019 1:15 PM	Reviewed co. response. Re-closing.
	Frontier North Inc. - Billing Dispute	10/8/2019 1:15 PM	Resolution Comments: Spoke w/ customer and discussed repair history. Confirmed \$22 service credit.
	Frontier North Inc. - Billing Dispute	10/8/2019 1:15 PM	FTR acknowledged rcpt.
<b>Subtotal</b>		5	
00549595	Frontier North Inc. - Repair Service	10/8/2019 2:11 PM	Called customer/advised of Co response (below) Advised of my name and hotline number
	Frontier North Inc. - Repair Service	10/8/2019 2:11 PM	Resolution Comments: Called/advised of co response "See case comments- co response"
	Frontier North Inc. - Repair Service	10/8/2019 2:11 PM	Description: The phone cable has broken loose from the telephone pole and is now being supported by our garage roof. I have called Frontier several times starting in August and they have still not fixed the problem. The affected address is [REDACTED] OH 43452 (actually on Catawba Island). Frontier ticket numbers from 2 of my previous calls: 009049695 and 009061268. We do not have phone service at the address listed above, but their cable is damaging our garage roof and we would like it reattached to the pole.
	Frontier North Inc. - Repair Service	10/8/2019 2:11 PM	Waiting on Co response

	Frontier North Inc. - Repair Service	10/8/2019 2:11 PM	Co interim response: Co notes received complaint and are working on issue. Waiting on Co response
	Frontier North Inc. - Repair Service	10/8/2019 2:11 PM	Co response: The project to raise the lines was completed on 10/15/19 Co spoke w/ customer and advised the work was completed.
<b>Subtotal</b>		6	
00549966	Frontier North Inc. - Call Company First	10/9/2019 11:48 AM	-caller is inquiring about what local Telco can svc the AIQ for voice and data -per PUCO's utility map >> Telephone Provider: Frontier North Exchange: Plain City -referred caller to Frontier via #800/921-8101 for furtherance
<b>Subtotal</b>		1	

00549982			<p>Bonnie had a 2nd line installed and was offered a 12 speed. States the tech adv her they oversold their lines and she's never going to get the product she's paying for.</p> <p>Caller states her bill is \$700+, she paid \$150 recently. States she was told by a rep not to pay anything until the dispute was settled but collections state they don't see a dispute in the system.</p> <p>This line is a bundled package Fax/internet/phone. The internet and phone is out more that it's in. She has asked that they lower her bill and they refused. Frontier also will not credit her acct until the dispute is settled.</p> <p>This dispute has been going on since the 2nd week in April, the day after the installation. The tech told her 2 weeks later that her internet was out 274 times within 2 weeks of business days.</p> <p>Adv being this is a bundled package FC may come back and adv it's NJM.</p>
	Frontier North Inc. - Repair Service	10/9/2019 12:33 PM	Gave name/ICB/case#/inv time line
	Frontier North Inc. - Repair Service	10/9/2019 12:33 PM	Resolution Comments: spoke with cust, see comments
	Frontier North Inc. - Repair Service	10/9/2019 12:33 PM	Frontier stated they went out on 10/17 and repaired issue for internet service. NJD over internet service
	Frontier North Inc. - Repair Service	10/9/2019 12:33 PM	Cust stated service is still going out a lot. Stated today and yesterday were her best days since April. informed we have NJD over internet and provided info to FCC
<b>Subtotal</b>		4	



00550369	Frontier North Inc. - Billing Inquiry	10/10/2019 9:12 AM	<p>cust stating his bill \$39.99 a month and they keep raising the price</p> <p>cust is paying \$42.99 a month</p> <p>cust stating his bill is over \$70 now and he cant keep up with the amount of his bill</p> <p>cust is on low income and needs a steady rate to pay</p> <p>cust also has a lot of taxes from state and fed he doesnt understand</p> <p>referred to ea</p> <p>icb</p>
	Frontier North Inc. - Billing Inquiry	10/10/2019 9:12 AM	Resolution Comments: referred to ea
<b>Subtotal</b>		2	
00550385	Frontier North Inc. - Repair Service	10/10/2019 10:08 AM	<p>Customer is the president of the housing association for his community.</p> <p>The telecommunications junction box located in the front of their property ( sticks out of the ground ), which is damaged, the door is broken off and wires are hanging out.</p> <p>The customer is concerned as he feels the damaged box is an eyesore and children in the area should not be able to stick their hands inside the box with the loose wires and sharp edges.</p> <p>10/7/2019 - Customer contacted Frontier, which refused to send a technician to repair or remove the damaged box because it was not protocol.</p> <p>The customer is requesting we investigate, provided case number, provided my name, lcb</p>

	Frontier North Inc. - Repair Service	10/10/2019 10:08 AM	Resolution Comments: Sent closing letter to customer.
<b>Subtotal</b>	2		
00550394			Reviewed October 10, 2019 e-mail from Mr. [REDACTED]: Mr. [REDACTED] states in his e-mail that Frontier resolved the issue.
	Frontier North Inc. - Billing Dispute	10/10/2019 10:30 AM	Closing investigation.
	Frontier North Inc. - Billing Dispute	10/10/2019 10:30 AM	Resolution Comments: Reviewed October 10, 2019 e-mail from Mr. [REDACTED]: Mr. [REDACTED] states in his e-mail that Frontier resolved the issue.
	Frontier North Inc. - Billing Dispute	10/10/2019 10:30 AM	October 8, 2019 call notes in case 00534967 asking Mr. [REDACTED] to return my call to verify his complaint:  Called NIQ and reached answering machine, verified NIQ is working. Left message for Mr. [REDACTED] to return my call so I can verify what his issue is since the NIQ is not out of service.

	Frontier North Inc. - Billing Dispute	10/10/2019 10:30 AM	<p>Call notes from MC in case 00534967 on October 4, 2019:</p> <p>Customer is calling back about hios case. He and his wife are over 85 and need a landline. The last issue was resolved because a line from back side of the house to the front of the house was frayed. Frontier charged him \$85. The line was totally exterior to his home and he does not feel that he should have to pay. Read him the company's latest response. He states that he knows the difference between inside and outside. Advised that I would note and re-open the case. Advised timeline. He added another mobile, [REDACTED]. Advised that I did not know if the same case would be re-opened or if another investigator would be assigned. Invited a call back.</p>
	Frontier North Inc. - Billing Dispute	10/10/2019 10:30 AM	<p>Reviewed October 9, 2019 voicemail from Mr. [REDACTED]: Mr. [REDACTED] states that three weeks ago Frontier connected a line from one box to another in his yard and then connected that line to the house. His current bill has a charge of \$85 on it that he believes is for the line and he does not believe he should have to pay it.</p> <p>Creating new case as his current complaint is not related to the service outage investigated in August 2019.</p>
	Frontier North Inc. - Billing Dispute	10/10/2019 10:30 AM	<p>October 9, 2019 call notes in case 00534967 to Mr. [REDACTED]:</p> <p>Called NIQ again, again NIQ is working, left message on answering machine asking Mr. [REDACTED] to return my call and provide details of how the PUCO can help him this time.</p>
<b>Subtotal</b>	<b>6</b>		

00550417	Frontier North Inc. - Can't Contact Company	10/10/2019 11:16 AM	Customer called because she was having trouble reaching Frontier to report an issue with a down wire. Gave EA# to Frontier. ICB
	Frontier North Inc. - Can't Contact Company	10/10/2019 11:16 AM	Resolution Comments: ICB
<b>Subtotal</b>		2	
00550418	Frontier North Inc. - Repair Service	10/10/2019 11:16 AM	Frontier/ customer states he has called the company on Monday. New electric poles were installed. The electric lines were moved to the new lines but the phone lines were not moved and they are hanging low and when the school bus goes down the road it is hitting the lines. The school bus is going to quit coming if they are not fixed. He states he called the company and they say they send someone out on Monday, he did not see anyone, and they say the lines are not theirs. He states that they also have lines that need buried and they have not done that. He states he does not know who else the lines would belong to. I told him we will take as investigation and send to the company. Company has 10 business days to respond and once we get a response we will contact him back. He thanked for help.

			<p>Left vm, advd the following. Advd cls case, invtd cb, RTHL# *****</p> <p>Mr. [REDACTED] Has a non bles account, he has a phone package</p> <p>10/07/19-reported low hanging lines -10/21/19-lines were at 13 feet-raised to 14 feet- Buried drop request was also put in for a temp line in yard- will be done in near future</p> <p>Co. spoke to him on Oct 22 and confirmed the line was raised -he has contact information if he should need anything further</p>
	Frontier North Inc. - Repair Service	10/10/2019 11:16 AM	
	Frontier North Inc. - Repair Service	10/10/2019 11:16 AM	Resolution Comments: Left vm regarding co. rsp, invtd cb
<b>Subtotal</b>		3	
00550478	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/10/2019 1:23 PM	Resolution Comments: EA/ICB

			<p>Frontier/repair</p> <p>Missed repair appointment</p> <p>10/3/2019 - Service out, called company to report the outage.</p> <p>10/4/2019 - Repair technician came to the home, informed some phone lines were cut nearby where the city preformed some work on the roads.</p> <p>Customer has since called Frontier everyday, no resolution.</p> <p>Customer expressed her frustration as Frontier continuously says someone will be out every day, but nobody shows up, customer feels she's getting the runaround at this point.</p> <p>I provided the EA contact information to the customer to see if any updated information is available.</p> <p>&gt; I Provided the case number should the customer need to contact us back, advised of investigation TL, also informed we can escalate her concern as an urgent priority in our office, as service has been out longer than 5 consecutive days.</p>
	Frontier North Inc. - Repair - Missed Commitment/Appointment	10/10/2019 1:23 PM	Customer will contact the EA, and contact us back if she would like to move forward with her complaint.
<b>Subtotal</b>		2	
00550511	Frontier North Inc. - Billing Dispute	10/10/2019 2:29 PM	Resolution Comments: refer to hotline - icb

	Frontier North Inc. - Billing Dispute	10/10/2019 2:29 PM	Caller states that he is trying to get rid of his home phone – caller states that he signed up for direct withdraw on his checking acct – thought everything was ok - couple of months went by and he now noticed when he checked his checking acct, it was not being withdrawn – they want him to pay the past due charges - caller states that it was not his fault that he did not get a bill – inquired if he called them – caller states that he was out of state for a month - adv the caller that if he received the svcs and he did not pay, then the co can bill him for the svcs - refer to co hotline - invited call back.
<b>Subtotal</b>		2	
00550519	Frontier North Inc. - Rates & Tariffs	10/10/2019 2:42 PM	Customer called back. Referred him back to Dept of tax. ICB
	Frontier North Inc. - Rates & Tariffs	10/10/2019 2:42 PM	Caller states that he is calling about all the taxes on his phone bill - amt of his bill before all the taxes, \$79.64 - after the taxes, \$102.32 - refer to Dept of Taxation.
	Frontier North Inc. - Rates & Tariffs	10/10/2019 2:42 PM	Resolution Comments: refer to dept of taxation
<b>Subtotal</b>		3	
00550543	Frontier North Inc. - Call Company First	10/10/2019 3:55 PM	Resolution Comments: ICB
	Frontier North Inc. - Call Company First	10/10/2019 3:55 PM	Customer calling because phone is out with Frontier and he wants to report the issue. Advised of credit when bles is out for more than 72 hours. Gave EA#. ICB
<b>Subtotal</b>		2	
00550545	Frontier North Inc. - Call Company First	10/10/2019 3:56 PM	Caller says their service just went out and he's calling to report it . RTC and ICB.
<b>Subtotal</b>		1	
00550753	Frontier North Inc. - Out of Service	10/11/2019 9:42 AM	Called customer to see if the service has been restored. It was restored to the whole area yesterday. ICB.

	Frontier North Inc. - Out of Service	10/11/2019 9:42 AM	<p>Frontier- Calling for neighborhood. Stated Frontier needs to fix the cable. Stated the county workers pulled out the cable, stated they were digging and needed to cut the line to get their repair done. Stated this was done on Wednesday. Phone service has been out since Wednesday. Forntier is informing her they cannot come out anytime soon to repair this issue. Stated over 10 people are out of service in her community.</p> <p>Cust is hoping we can get frontier to repair this due to living in a rural area and needing phone service,</p> <p>Advised we can open an invest to help with getting the line repaired.</p>
<b>Subtotal</b>		2	
00550777	Frontier North Inc. - Call Company First	10/11/2019 10:30 AM	unable to get in touch with Forntier. provided EA number
	Frontier North Inc. - Call Company First	10/11/2019 10:30 AM	Resolution Comments: EA
<b>Subtotal</b>		2	
00550787	Frontier North Inc. - Repair Service	10/11/2019 11:09 AM	* review company response *
	Frontier North Inc. - Repair Service	10/11/2019 11:09 AM	Resolution Comments: ICB
	Frontier North Inc. - Repair Service	10/11/2019 11:09 AM	<p>I called the cust and left a message - adv of the company response - invited call back if he had any further questions.</p> <p>* There was a cut cable on October 9, 2019 that had to be spliced and repaired. Service was fixed October 14, 2019. An out of service credit was applied for \$25.56. A Frontier Representative spoke to you and you were given direct contact information. *</p>



	Frontier North Inc. - Repair Service	10/11/2019 11:09 AM	Resolution Comments: LM for cust - close case
	Frontier North Inc. - Repair Service	10/11/2019 11:09 AM	Caller states that he called the number that Les gave him - the person at that office at Frontier told him that she did not see anything in the system of a date when they will make the repair – ticket number is 83902164 – he has phone and internet with Frontier – he states that the county engineer reported it on Tue and he called on Wed – he does have a cell, [REDACTED] - it works about 1 1/2 mile down the road but a message can be left on it - adv of inv timeline.
	Frontier North Inc. - Repair Service	10/11/2019 11:09 AM	Customer states county employee cut the frontier line on Tuesday. The issue was reported to Frontier on Tuesday. Caller states he called Frontier and they opened a ticket. Frontier did not say when they would be out. Customer looking for update on the outage. Gave EA# ICB
	Frontier North Inc. - Repair Service	10/11/2019 11:09 AM	* sent initial email *
<b>Subtotal</b>		7	
00550788			
	Frontier North Inc. - Repair Service	10/11/2019 11:14 AM	Caller states that he has tried to reach someone 7 times and is not able to get passed the automated system - he is not sure how long - approx a month, constant hum on the line – sometimes he has a loud crackling noise – within the last 2 mos, call has dropped twice - he tried the number on his bill to reach the co at - 800-921-8101 --- refer to co hotline and provided repair number - invited call back.
	Frontier North Inc. - Repair Service	10/11/2019 11:14 AM	Resolution Comments: refer to hl /repair - icb
<b>Subtotal</b>		2	

00550834	Frontier North Inc. - Out of Service	10/11/2019 1:45 PM	<p>Frontier - home phone to include long distance</p> <ul style="list-style-type: none"> <li>- [REDACTED] is calling to report that Frontier is no longer accepting his calls - to report his home telephone issues</li> <li>- caller says back in March, he was hospitalized due to having a stroke, and in June - he was released to go home from Rehab</li> <li>- caller says when he got home, his home phone was out of svc, which took Frontier 2/3 weeks to get fixed</li> <li>- caller says soon after that, it went out again which took 2/3 weeks to repair</li> <li>- caller says his home phone is currently out again since Monday, Oct 7 - and when he reported the outage, he was promised repairs the very next day - but as of date, they haven't come out</li> <li>- caller contacted Frontier again today, but when he called back to give his Pin #, the company won't accept his calls anymore</li> <li>- when asked, caller says it's probably b/c he got a little upset with them, but he didn't cuss at them - although he is upset about not having home phone svc b/c what if he has an emergency and can't call out to anybody</li> <li>- Note: caller does not have cell phone svc &gt;&gt; caller is using his neighbor's home phone to make calls to Frontier; the PUCO, etc...</li> <li>- caller was advised that the PUCO will have to contact Frontier in order to resolve</li> <li>- case # and timeline provided for future reference</li> </ul>
	Frontier North Inc. - Out of Service	10/11/2019 1:45 PM	<p>Resolution Comments: SPOKE WITH CUSTOMER TO CLOSE verified service restored and credit applied. He stated there was an issue with a security pin # on the account and company not accepting his pin # but that has been resolved. icb</p>
<b>Subtotal</b>		2	

00550838	Frontier North Inc. - Billing Dispute	10/11/2019 2:05 PM	<p>Resolution Comments: on 8/3 the whole neighborhood (about 15 people) lost phone and internet because they put in a new bridge and tore lines down. Caller states the co fixed on 8/23. Bill on FN 98 411 calls placed and other calls the co is charging. caller states the police were also getting calls from hers and her neighbors numbers while service was out.</p> <p>Co is charging for service for when she didn't have service. Caller states her neighbors all had the same charges, but have been resolved. Caller states the bill for the that time frame is 400, told they may credit bill in the next 6 months.</p> <p>Provided caller with EA, advised to call back if they are unable to resolve.</p>
<b>Subtotal</b>	1		
00550839	Frontier North Inc. - Repair Service	10/11/2019 2:07 PM	<p>customer called about a low-hanging phone wire on Robertson Highway Rd in Jefferson Township. customer is a township trustee, and for a month now they have been calling Frontier trying to get someone to come out to raise the wire. they have had two appts to come out, but they never show up. customer says that no delivery trucks can get through because of this low hanging wire.</p> <p>i advised we can contact Frontier about this wire.</p> <p>also gave her the EA# to see if they can expedite. ICB with an update.</p>
	Frontier North Inc. - Repair Service	10/11/2019 2:07 PM	* sent initial email *

			* review company response *
	Frontier North Inc. - Repair Service	10/11/2019 2:07 PM	I called the cust and spoke with [REDACTED] - adv of the company response - he states that he does not know, since he has not been outside - invited call back if it has not been completed - cust states, ok.  * A project was completed on 10/19/19 to raise the lines. Frontier spoke with Mrs. [REDACTED] on 10/21/19 who confirmed the work was completed. *
	Frontier North Inc. - Repair Service	10/11/2019 2:07 PM	Resolution Comments: spoke with cust - close case
	Frontier North Inc. - Repair Service	10/11/2019 2:07 PM	* review interim company response *
<b>Subtotal</b>		5	
00550845			
	Frontier North Inc. - Damage	10/11/2019 2:31 PM	Customer calling about phone lines on her property that hanging low and haven't been services in years. Customer thinks they belong to Verizon. Gave her the EA# to Frontier since it's home phone service. Customer called the electric company and was told to contact PUCO. ICB
	Frontier North Inc. - Damage	10/11/2019 2:31 PM	Resolution Comments: ICB
<b>Subtotal</b>		2	
00550870			
	Frontier North Inc. - Out of Service	10/11/2019 3:27 PM	Customer is calling about Frontier. Her phone went out Tuesday and she cannot reach anyone at Frontier. She has medical concerns and uses the phone for health monitoring purposes. Referred to ea and provided number. Also provided case ID and invited a call back if she has concerns after she speaks with company. If she needs to call back, she will have an alternate number to provide.
<b>Subtotal</b>		1	

00550891	Frontier North Inc. - Repair Service	10/11/2019 4:53 PM	Sent initial- waiting on co response
			<p>customer called in about the email he submitted online.</p> <p>he says that the service is really bad. there is loud static on his line, and he's been trying to get Frontier to raise the low-hanging phone line above the road. he says that he has been dealing with Frontier since Aug about this.</p> <p>he says that he and three other residents have contacted Frontier about this matter, including a township trustee named [REDACTED].</p> <p>he says that they can't get any equipment through the road due to the low-hanging wires. he says that he sent an email to [REDACTED] with Frontier, who is an account manager on their social media team. he told her that he would contact the PUCO if he hadn't heard from Frontier about this matter.</p> <p>he says that the wires are hanging about 10ft above the road. he says Frontier always says that they will send someone out but they never do.</p>
	Frontier North Inc. - Repair Service	10/11/2019 4:53 PM	i advised his comments will be added to the case. advised of the investigation time frame.

			Description: Broken pole has not been replaced and the phone line is no more than 10 feet above [REDACTED]. Frontier has been contacted by me, my neighbor, and the county trustee. Pole is next to T-413, GPS 38.741155, -83.350735. It was been broken since August. They are in clear violation of ORC 4931.03, A, 1. We need to get construction equipment back here of road maintenance.
Frontier North Inc. - Repair Service	10/11/2019 4:53 PM		
Frontier North Inc. - Repair Service	10/11/2019 4:53 PM		received email from customer thanking me for following up on her issue- Waiting on co response
Frontier North Inc. - Repair Service	10/11/2019 4:53 PM		Customer sent in email that Frontier came out and raised the wire so the necessary road work could be done. (Closed case per customer email)
Frontier North Inc. - Repair Service	10/11/2019 4:53 PM		Resolution Comments: Closed case per customer email "see case comments and customer email 10/29/19"
Frontier North Inc. - Repair Service	10/11/2019 4:53 PM		Resolution Comments: Closed case per customer email "see case comments"
Frontier North Inc. - Repair Service	10/11/2019 4:53 PM		Co response:  the line was taken care of on 10/21/19. Broken line replaced by a temporary line. 12/03/19-permanent line was completed and line was cleared  re-closed case
<b>Subtotal</b>		8	

00551271			<p>Caller states that she had an appt yesterday between noon and 4 pm – they did not show up or give her a reason - phone svc went out Wed 10/9 – she reported it to Frontier Thu 10/10 morning – ticket 9110116 – she gets different people and they tell her different things at Frontier - adv of inv timeline.</p>
Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	<p>She is caller from her neighbor's phone (██████████) at ██████████.</p>	
Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	<p>* sent initial email *</p>	
Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	<p>* review interim company response *</p>	
Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	<p>Calling about case, advised of co response "Trouble ticket in system due no later than 10/16 will follow up". Caller states the service has not been repaired. FN keeps telling her it will be the next day when she calls. Advised ST not available but would document info. Caller states she keeps getting told the cable is underwater, and that they dont need to be home. she says they wont tell her where, advised would document info. caller states she needs her phone ASAP.</p>	
Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	<p>* read notes by MH - sent follow up email *</p>	
Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	<p>* review interim company response *</p>	
Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	<p>* sent follow up email *</p>	
Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	<p>* draft letter *</p>	
Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	<p>* review company response *</p>	

	Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	Resolution Comments: ltr to cust - close case
	Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	* edit letter *
	Frontier North Inc. - Out of Service	10/15/2019 10:02 AM	* ltr to cust - close case *
<b>Subtotal</b>		12	
00551280			Description: I contacted Frontier on April 19th to establish internet at my home, they sold me a package and sent a tech out on April 22nd. The tech said lines would need to be ran and it would be approximately a month. I continued to call Frontier to check status and was told in September that they would send a new tech down to install, I told them one was already there in April and the lines were not right, They said they had no record and sent a new person down. Now it is Mid October and I still have no idea when the internet will be installed. They will not give me a date of when it will be started/done and have not started a single thing.
	Frontier North Inc. - Non-Jurisdictional Matter	10/15/2019 10:19 AM	Order number is 041376530, I do not have an account number since they haven't established service.
	Frontier North Inc. - Non-Jurisdictional Matter	10/15/2019 10:19 AM	Resolution Comments: sent isp email
<b>Subtotal</b>		2	



00551281	Frontier North Inc. - Non-Jurisdictional Matter	10/15/2019 10:20 AM	<p>customer called, stated that she has a complaint about her Frontier phone service. she says that for 3-4yrs she's been having an issue where her phones burn out from the inside after 4-5 months of use. she says that she'll buy new phones and then after so many months they just stop working. she says Frontier techs would come out and hook their own phone up to the line and it works, so they don't know what's causing the problem.</p> <p>she says that she has gone through about eight phones and each of them die after so many months. she says Frontier thinks she's crazy. she says another phone just died on her three days ago, and this was a phone that her daughter in law had gave her, which the phone had worked for two straight years prior to dying out on her after just a couple months.</p> <p>she says that usually she starts to get static on the line before the phone dies completely. no one can figure what's going on. she says she stopped reporting the issue to Frontier because they told her they would start charging her for trips to her home even though she has inside wire coverage.</p> <p>she says she's currently using an old phone that doesn't have vm.</p> <p>she says that one time Frontier told her it was due to an</p>
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	<p>Frontier North Inc. - Non-Jurisdictional Matter</p>	<p>10/15/2019 10:20 AM</p>	<p>Resolution Comments: discuss response and that company tries unsuccessfully to reach customer by pphone, leaves messages that customer says hadn't received and company sends letter that customer hasn't received. advise customer that company suggests to have inside wiring checked for grounding and bonding issues. customer says that company rewired inside wires four--five yrs ago, her son takes pictures of inside wiring. customer says will call to schedule inside wire check, invite callback if are further issues.</p>
	<p>Frontier North Inc. - Non-Jurisdictional Matter</p>	<p>10/15/2019 10:20 AM</p>	<p>Caller said the co came out today and told her nothing is wrong with her phone. Since they left she now has no service at all. The only phone that would work in the home is a old landline phone and she could call oOut but not receive calls. Now none of the phone are working and she can not make or receive calls. Callers rcv a message stating the service is not in order and when she picks up her phone in the house its completely dead. The rep just left not half hour ago. She is 80 and needs reliable telephone service because cell service doesn't even work in her rural area. She called for Mariner to reopen her case saying this has been going on for four years and he is working to help her. Informed her we will reopen the case and RTC to report the issue because she hasn't spoken with the co since the rep left.</p>

	<p>Frontier North Inc. - Non-Jurisdictional Matter</p>	<p>10/15/2019 10:20 AM</p>	<p>Resolution Comments: discuss response and that company tries unsuccessfully to reach customer by pghone, leaves messages that customer says hadn't received and company sends letter that customer hasn't received. advise customer that company suggests to have inside wiring checked for grounding and bonding issues. customer says that company rewired inside wires four--five yrs ago, her son takes pictures of inside wiring. customer says will call to schedule inside wire check, invite callback if are further issues.</p> <p>discuss response where local manager and tech came 11/6 and checked inside lines, nid and service drop, found them working ok, agree to run a new outlet/jack for customer on 11/18. customer confirms above information except that local manager agreed to run new outlet 11/21. customer thanks me for puco assistance.</p> <p>review 11/22 response, close case.</p>
	<p>Frontier North Inc. - Non-Jurisdictional Matter</p>	<p>10/15/2019 10:20 AM</p>	<p>Resolution Comments: discuss response and that company tries unsuccessfully to reach customer by pghone, leaves messages that customer says hadn't received and company sends letter that customer hasn't received. advise customer that company suggests to have inside wiring checked for grounding and bonding issues. customer says that company rewired inside wires four--five yrs ago, her son takes pictures of inside wiring. customer says will call to schedule inside wire check, invite callback if are further issues.</p> <p>discuss response where local manager and tech came 11/6 and checked inside lines, nid and service drop, found them working ok, agree to run a new outlet/jack for customer on 11/18. customer confirms above information except that local manager agreed to run new outlet 11/21. customer thanks me for puco assistance.</p>

<b>Subtotal</b>		5	
00551330			<p>Customer is of the senior community, disabled, lives alone.</p> <p>Frontier/Billing dispute</p> <p>Customer received a bill for \$191.61, but her bill is normally \$66.37.</p> <p>Customer mentioned she gave the phone bill to her son, but cannot confirm rather or not he paid the bill.</p> <p>The customer has yet to contact the company.</p> <p>I offered the EA as a potential resource to discuss her billing concern, but the customer is unable to write currently.</p> <p>I contacted the EA for the customer, navigated the automated system, transferred when she was in line to speak with a EA representative.</p>
	Frontier North Inc. - Billing Dispute	10/15/2019 11:21 AM	
	Frontier North Inc. - Billing Dispute	10/15/2019 11:21 AM	Resolution Comments: EA/ICB
<b>Subtotal</b>		2	
00551354			<p>customer called regarding frontier not showing up to install their internet service, 4 missed appointments.</p> <p>I provided the contacts for the FCC, AG's and EA.</p> <p>I explained, puco does not regulate ISP's , only telephone services.</p>
	Frontier North Inc. - Non-Jurisdictional Matter	10/15/2019 12:03 PM	I provided my name, lcb.

	Frontier North Inc. - Non-Jurisdictional Matter	10/15/2019 12:03 PM	Resolution Comments: Ref to FCC/AG's office.
<b>Subtotal</b>		2	
00551357			
	Frontier North Inc. - Out of Service	10/15/2019 12:08 PM	States home ph service has been out since September 27. When calling the co., they say there is a cable that is down, which has been down for almost 2 mths. It was being worked on, but since the last, they've done nothing more. States that the co. hasn't contacted him about any of it. Caller says they have just the home phone service only. Advd will send for invt., confirmed all contact numbers., advd line line. Was told by the co. that they'd be providing out of serv credits. Provided caller w/case number. Invtd cb.
	Frontier North Inc. - Out of Service	10/15/2019 12:08 PM	I tried to contact cust at the cell number on record, [REDACTED], but there was no answer nor machine to leave a vm *****CO RESPONDED TODAY AND WAS AVAILABLE FOR STAFF Co. rpt'd today, Nov 5 that: This repair will be completed tomorrow November 6, 2019.
	Frontier North Inc. - Out of Service	10/15/2019 12:08 PM	Construction is hanging a separate cable. Closure will be sent at that time.
	Frontier North Inc. - Out of Service	10/15/2019 12:08 PM	Cust called in and the service is still out. Customer wanted update. Advised Frontier has until 11/11 to respond. ICB

			<p>On HL till 2:13; will contact cust and cls  *****</p> <p>Not BLES- unlimited phone package with Frontier.  tech was able to fix the cable and her serv is working</p> <p>Co. gave a credit of \$71.55 for September  and a credit of \$72.00 for October billing statement.</p>
	Frontier North Inc. - Out of Service	10/15/2019 12:08 PM	A Frontier Representative spoke to Mr. [REDACTED] to verify services were working and gave Mr. [REDACTED] direct contact information.
	Frontier North Inc. - Out of Service	10/15/2019 12:08 PM	<p>Left vm, advd the following:  Not BLES- unlimited phone package with Frontier.  tech was able to fix the cable and her serv is working</p> <p>Co. gave a credit of \$71.55 for September  and a credit of \$72.00 for October billing statement.</p> <p>A Frontier Representative spoke to Mr. [REDACTED] to verify services were working and gave Mr. [REDACTED] direct contact information.</p>
	Frontier North Inc. - Out of Service	10/15/2019 12:08 PM	Advd cls case, invtd cb w/any questions or concerns. RTHL#
	Frontier North Inc. - Out of Service	10/15/2019 12:08 PM	Resolution Comments: Left vm, advd co rsp, invtd cb. RTHL#
<b>Subtotal</b>		6	
00551381	Frontier North Inc. - Repair Service	10/15/2019 12:50 PM	Resolution Comments: Advised of ea

	Frontier North Inc. - Repair Service	10/15/2019 12:50 PM	<p>Caller has Frontier          Caller states if rained phone went out.          Caller has phone and internet          He states every month he calls as phone goes out.          Co states he does not have good cell phone coverage.          He states the phone came back on today- but it continues to go out.</p> <p>Advised of ea</p>
<b>Subtotal</b>		2	
00551405			<p>Caller has Frontier (phone only)</p> <p>05-30-19 Storm and he was out of service for 40 days          He states it took 2 trips for the co. to fix the issue and the problem was on the outside of the home.</p> <p>Caller states that he spoke with the co initially on 07/10/19 about an adjustment and the co advised they would take care of the adjustment.          He states that he has called back 20 times and each time the co states that they will take care of it.- but it has not been taken care of.</p>
	Frontier North Inc. - Billing Dispute	10/15/2019 1:16 PM	Advised of ea
	Frontier North Inc. - Billing Dispute	10/15/2019 1:16 PM	Resolution Comments: Advised of Ea
<b>Subtotal</b>		2	

00551408			<p>customer called, says she has internet, phone, and dish with Frontier. she says that she has been having problems for years with the internet service. she says that a month ago they increased her internet bill by \$10/mo. she says that she has been trying to contact them to find out why the rate went up. they will not discuss the bill with her because her husband is the account holder.</p> <p>she says she is thinking about cancelling her landline, but she says that Frontier told her that she can't cancel her phone service because her internet would be lost too. she says she doesn't understand that. they told her she wouldn't be able to get her phone back if she cancelled it as well.</p>
	Frontier North Inc. - Quality of Customer Service	10/15/2019 1:20 PM	i gave her the EA# to see if they will speak to her about the account. ICB.
	Frontier North Inc. - Quality of Customer Service	10/15/2019 1:20 PM	Resolution Comments: RT EA
	Frontier North Inc. - Quality of Customer Service	10/15/2019 1:20 PM	Resolution Comments: NJD



			<p>Stated she contacted the EA. Stated she called and spoke with Natalie and Shellie. Stated she has a bundle with them. Was questioning why it went up \$10 for the internet with it was a 12 month promotion price. Was informed their tech charges went up. She feels this is unacceptable. They informed her it would be reviewed and would take them 5-7 business days. Stated in May she tried to disconnect her landline and was informed if this happened she would lose her internet. Was informed by Frontier they are maxed out and would not be able to add her to the port.</p>
	Frontier North Inc. - Quality of Customer Service	10/15/2019 1:20 PM	Informed cust we have NJD over internet. Advised can contact FCC and provided number.
<b>Subtotal</b>		4	

00551418			<p>Caller has Frontier (phone only)</p> <p>Caller states that she was out of service on Memorial Day 05/26-tornado hit and she was out of service until 08/18</p> <p>Caller states that she has not been able to get anyone that understood her.</p> <p>She states that she reported the issue in June as her other Utilities were repaired at that time.</p> <p>Caller states that she spoke w/ the co and the co advised her in June and July and August that she would receive an adjustment, but she states that she has not received anything.</p> <p>Caller states that her niece spoke with the co and the rep advised that she would receive an adjustment.</p> <p>Caller states that she has not been given any update as to the amount or when she can expect it.</p>
	Frontier North Inc. - Billing Dispute	10/15/2019 1:41 PM	Advised of Ea
	Frontier North Inc. - Billing Dispute	10/15/2019 1:41 PM	Resolution Comments: Advised of ea
<b>Subtotal</b>		2	

00551437			<p>Customer is experiencing an issue her call quality with Frontier.</p> <p>Loud hum on the line.</p> <p>The customer expressed, this has been going on for a while, service issue was corrected briefly back in August 2019, but continuously comes back</p> <p>The customer contacted Frontier several times, no resolution.</p> <p>Customer expressed her frustration as she pays her phone bill on time, but doesn't receive consistent service.</p>
	Frontier North Inc. - Repair Service	10/15/2019 2:25 PM	The customer is requesting we investigate, I provided the case number, provided my name, lcb.
	Frontier North Inc. - Repair Service	10/15/2019 2:25 PM	Resolution Comments: Called the customer and left a message to advise that there was not an open ticket, but the company did repair the line.
<b>Subtotal</b>		2	

00551439			<p>Frontier/Out of service</p> <p>The customer had a complaint back in Aug 2019, they were advised to have the inside line replaced, which they did.</p> <p>Service did work, but has been really inconsistent. works one day, out the next.</p> <p>The customer contacted Frontier several times, no resolution.</p> <p>Customer expressed her frustration as she pays her phone bill on time, but doesn't receive consistent service.</p>
	Frontier North Inc. - Out of Service	10/15/2019 2:33 PM	The customer is requesting we investigate, I provided the case number, provided my name, lcb.
	Frontier North Inc. - Out of Service	10/15/2019 2:33 PM	Resolution Comments: Called and advised on NIQ that the service was repaired today. Left message.
<b>Subtotal</b>	<b>2</b>		
00551474	Frontier North Inc. - New Service	10/15/2019 3:57 PM	Resolution Comments: transferred to ea
	Frontier North Inc. - New Service	10/15/2019 3:57 PM	<p>cust stating her mom who is 85 years old needs a home phone she called frontier 6x to get serv but cant get anyone to answer shes just on hold.</p> <p>asked cust what number she was calling and said she had it written down but cant find it.</p> <p>referred to ea icb</p>
<b>Subtotal</b>	<b>2</b>		

00551522	Frontier North Inc. - Billing Inquiry	10/15/2019 9:14 PM	Description: Our land line phone service was out for nearly 2 months (June 28- August 22) and we have still not been fully credited for the outage and are being over charged. Have spoke with them several times and was told the last time by a supervisor that we were still due a 78.00 credit which has yet to be applied. This has been going on for almost two months with no resolve after many frustrating phone calls. I don't like paying for services not received.
	Frontier North Inc. - Billing Inquiry	10/15/2019 9:14 PM	Resolution Comments: Left a message on the customer vm and went over the repairs, payments and credits.
<b>Subtotal</b>		2	
00551831	Frontier North Inc. - Non-Jurisdictional Matter	10/16/2019 9:20 AM	Resolution Comments: ICB
	Frontier North Inc. - Non-Jurisdictional Matter	10/16/2019 9:20 AM	<p>customer called about Frontier. she says she moved to this place a month ago and contacted Frontier about getting internet service. she was advised that their ports/nodes were full and it may take 2mos to service her and that they would put her on a waiting list.</p> <p>a week ago she called back to check on status of progress and was advised by a different rep that they would not be able to get service from Frontier at all and that they had nothing available at her address. they told her there were some old legacy lines from ATT they they decided not to service anymore after a certain amount of time had passed.</p> <p>i advised internet is NJD, advised their landline service is regulated. advised they are the service provider in her area. i advised she should contact the FCC about the internet. gave her the EA# to confirm that info about phone. ICB.</p>

<b>Subtotal</b>		2	
00551850	Frontier North Inc. - Non-Jurisdictional Matter	10/16/2019 9:45 AM	-caller is contacting the PUCO about her Internet svc thru Frontier -when asked, caller says her home phone svc works just fine >> it's the Internet that's out -caller was advised NJM for the PUCO >> referred caller to FCC & Ohio AG for furtherance -invited call back, if necessary
<b>Subtotal</b>		1	
00551867	Frontier North Inc. - Billing Inquiry	10/16/2019 10:19 AM	Resolution Comments: Callers service was out part of last week, and wanted to know if she would be getting a credit, caller has internet and other features, advised non bles and not required to provide service credits, provided ea number. ICB
<b>Subtotal</b>		1	
00551868	Frontier North Inc. - Non-Jurisdictional Matter	10/16/2019 10:20 AM	Customer calling about Frontier. He states that the company was given a Federal Grant to run cable for internet, they were to install the service 5 different times and still have not. He has probably spent 12 hours on the phone with these people about this issue. I explained we do not regulate the internet and would not be able to assist. I explained he would need to call the FCC. he thanked me for my assistance. ICB.
	Frontier North Inc. - Non-Jurisdictional Matter	10/16/2019 10:20 AM	Resolution Comments: Customer calling about Frontier. He states that the company was given a Federal Grant to run cable for internet, they were to install the service 5 different times and still have not. He has probably spent 12 hours on the phone with these people about this issue. I explained we do not regulate the internet and would not be able to assist. I explained he would need to call the FCC. he thanked me for my assistance. ICB.
<b>Subtotal</b>		2	

00551935	Frontier North Inc. - Non-Jurisdictional Matter	10/16/2019 1:08 PM	Subject: Frontier phone and internet service
	Frontier North Inc. - Non-Jurisdictional Matter	10/16/2019 1:08 PM	Resolution Comments: ISP merge ltr sent Oct 17, 2019
	Frontier North Inc. - Non-Jurisdictional Matter	10/16/2019 1:08 PM	Description: I have been trying to talk to someone at Frontier about our internet service and have gotten no where. I can't verbally reach anyone to talk to. We have not had service in our area for at least a month. Is there anything that you can direct me to do?
<b>Subtotal</b>		3	
00552319	Frontier North Inc. - Disconnect Issues	10/17/2019 11:11 AM	Resolution Comments: ICB
	Frontier North Inc. - Disconnect Issues	10/17/2019 11:11 AM	Customer states she is trying to reach Frontier regarding her account. The service is currently not working and the automated system is stating she needs to pay 142.00. customer is not sure if the service is out for non payment or if there is a problem with the line. Customer states she made payments for the last 2 months at Walmart. Gave EA#. ICB
<b>Subtotal</b>		2	
00552329	Frontier North Inc. - Non-Jurisdictional Matter	10/17/2019 11:31 AM	cust stating 3 months ago got a bill for a \$67 credit last month got a bill for \$0 this month got a bill \$23 for a returned check plus her internet so total was \$48. cust internet is off and wasnt sure why cust called 10/16 Frontier is saying she owes about \$6 and cust isnt sure why cust no longer has landline just internet referred to ea she said shes already talked to them referred to fcc icb

	Frontier North Inc. - Non-Jurisdictional Matter	10/17/2019 11:31 AM	Resolution Comments: icb
<b>Subtotal</b>		2	
00552445			Howard had service with Frontier and in May wasn't able to receive/or make calls due to the amt of static.  Called Frontier and put in a report for repair through the automated system but the tech never showed up. States he tried several time to reach a live person but never could and when he did they hung up on him.  He states finally in August when he called and spoke to someone and cancelled the acct.  He is still being billed for \$319 and was without service for 3 months.
	Frontier North Inc. - Final / Initial Bill Issue	10/17/2019 4:17 PM	Gave name/ICB/case#/inv time line
	Frontier North Inc. - Final / Initial Bill Issue	10/17/2019 4:17 PM	Mailed Please call letter
	Frontier North Inc. - Final / Initial Bill Issue	10/17/2019 4:17 PM	Called the customer. Phone rang and rang to a fast busy.
	Frontier North Inc. - Final / Initial Bill Issue	10/17/2019 4:17 PM	Mailed [REDACTED] Please Call Letter #2
	Frontier North Inc. - Final / Initial Bill Issue	10/17/2019 4:17 PM	Received a call from the customer. Discussed the company response. Advised that Frontier does not have any record that he was out of service for 3 months and is not willing to give an adjustment. Invited a call back.
<b>Subtotal</b>		5	



00552696	Frontier North Inc. - Out of Service	10/18/2019 8:12 AM	I called the cust and left a message - adv that I am calling to confirm that his phone svc is working - adv of the company response - invited call back if he has any further questions. * We spoke to Mr. [REDACTED] on 10-18-19 and confirmed working service. *
	Frontier North Inc. - Out of Service	10/18/2019 8:12 AM	Resolution Comments: LM for cust - close case
	Frontier North Inc. - Out of Service	10/18/2019 8:12 AM	* sent initial email *
	Frontier North Inc. - Out of Service	10/18/2019 8:12 AM	* review company response *
	Frontier North Inc. - Out of Service	10/18/2019 8:12 AM	Service is out with Frontier. Customer states the service has been going out frequently. Customer states they fixed the service and the tech told him he didn't know how long the service would last. The service went back out 10/17. Customer called Frontier EA line and did not get an answer. Customer needs service for medical needs and frontier is aware of it. Gave case#. ICB.
<b>Subtotal</b>		5	
00552716	Frontier North Inc. - Out of Service	10/18/2019 9:05 AM	cust has called frontier numerous of times this year about his serv being out. asked cust if hes currently out said he wasnt sure because hes not home. cust stating serv goes in and out constanty atleast 80 times a day and sometimes it doesn't go out. cust calls them and they say they will be out and sometimes they never show up. cust stating this is an ongoing issue and he wants this looked into to see what can be done to get this resolved. adv cust of investigation process icb

	Frontier North Inc. - Out of Service	10/18/2019 9:05 AM	Resolution Comments: Sent closing e-mail to the customer.
<b>Subtotal</b>		2	
00552721			Customer is calling for her elderly parents, who discontinued their internet service back in July, they mailed the equipment back in via UPS, company confirmed the package was received, but continues to charge her parents for service they don't have.
	Frontier North Inc. - Non-Jurisdictional Matter	10/18/2019 9:16 AM	I informed PUCO does not regulate ISP's, provided contacts for frontier EA, AG and FCC. Provided my name, Icb
	Frontier North Inc. - Non-Jurisdictional Matter	10/18/2019 9:16 AM	Resolution Comments: Ref to EA/AG/FCC - provided contacts.
<b>Subtotal</b>		2	
00552726	Frontier North Inc. - Repair Service	10/18/2019 9:28 AM	Resolution Comments: Gave name/ICB Craig states there's a utility pole at the corner of Moulton Ft. Amanda Rd and County Rd 33 A in Wapakoneta 45895 that is leaning and the telephone line is hanging about 12 ft from the ground.
	Frontier North Inc. - Repair Service	10/18/2019 9:28 AM	He's been trying to reach Frontier Comm with no luck. Adv Craig of the EA# and to make contact with them. If they give him a date and the work isn't completed a few days after to give the PUCO a call back.

	Frontier North Inc. - Repair Service	10/18/2019 9:28 AM	<p>Caller, [REDACTED] - states that he called last week - line is low – pole is leaning to give the other lines slack – out in the country at an intersection – 1 cable and 1 phone – might be Spectrum – he has found out that it is not Frontier - he called the number that was provided by the PUCO and that office was helpful at Frontier - he would like to know if the PUCO has a number like that for Spectrum - adv the PUCO does not regulate Spectrum but I will see if we have an escalated number - provided the number for Spectrum - adv that it is cust svc - invited call back - adv that the Dept of Comm regulates cable - he states that the pole is leaning and he is aware of how poles have a plate - adv that the plate would states who owns the pole - he is going to look - invited call back.</p> <p>* leaning pole *</p>
<b>Subtotal</b>		3	

00552728	Frontier North Inc. - Out of Service	10/18/2019 9:33 AM	<p> - [REDACTED] is calling to complain that his home phone svc is out again  -caller says his home phone svc went out yesterday - for a little bit, and then out again this morning  -caller says the entire town of New Bedford is out of svc!!  -when asked, caller says Frontier  -when asked, caller says No - he has NOT reported his current outage to Frontier yet  -caller says the issue has been going on for the past 4 years  -when asked, caller says no dial tone  -when asked, caller says he only has home phone svc with Frontier, to include long-distance calls  -caller was advised that he must report any/all home telephone svc issues to Frontier first, before calling the PUCO  -Intake Rep referred caller to EA hotline via #877-462-7320 to report his current issue  -invited call back, if necessary </p>
<b>Subtotal</b>		1	

00552738			<p>Service has been out for over a week, co said they would be out yesterday, but the company never showed up. Caller lives in the country and cannot get cell phone service, and her and her husband both have health issues . Caller contacted co in apt window, advised the tech completed service call, was told would send someone out twice within the apt window. Caller states she was told someone would be out this morning. Called and told could not guarantee may be another 3 days. Has checked the NID and there is nothing. Caller does have phone and internet bundle.</p>
	Frontier North Inc. - Out of Service	10/18/2019 9:59 AM	Advised would send to investigation, sending as urgent due to time frame of outage and medical issues.
	Frontier North Inc. - Out of Service	10/18/2019 9:59 AM	read company response and they were to fix the service yesterday. I will call the customer.
	Frontier North Inc. - Out of Service	10/18/2019 9:59 AM	I called the customer and left detailed message that I received a response from the company and they were to be there yesterday (21st) and repair the service. I was calling to see if that has been done. left call back info.
	Frontier North Inc. - Out of Service	10/18/2019 9:59 AM	<p>Resolution Comments: : I called the contact mobile phone number and spoke to the customer. I told her I received a message from the company that the service was to repaired yesterday. she states it was and thanked us for helping. she states they did come out yesterday and it is working. ICB if she has any other issues. Close case.</p>

	Frontier North Inc. - Out of Service	10/18/2019 9:59 AM	I called the contact mobile phone number and spoke to the customer. I told her I received a message from the company that the service was to repaired yesterday. she states it was and thanked us for helping. she states they did come out yesterday and it is working. ICB if she has any other issues. Close case.
	Frontier North Inc. - Out of Service	10/18/2019 9:59 AM	response received after case closed. called customer service phone and added the amount of credit she would receive due to out of service 17.29
<b>Subtotal</b>		6	
00552844			
	Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	icb cust stating phone went out about 10/9 or 10th on Oct 11th they were given a ticket number for the 14th and no one never showed. cust then said they would be out today 10/18 and never showed. cust stating the serv is out 4-5 times a year and wants to see what can be done to get this fixed. cust was given a new ticket #9124550 on 10/21 between 8am-5pm. cust stating they elderly and only has landline with Frontier adv cust I can open up investigation as urgent

<p>Frontier North Inc. - BLES – Out of Service</p>	<p>10/18/2019 2:36 PM</p>	<p>Customer is calling to check the status of the case. I informed S.J. has her concern prioritized as urgent, and is currently awaiting a response from the company.</p> <p>I explained, company has 10 business days to respond, customer asked, what if they don't respond? I informed, the investigator would send another inquiry, amongst other avenues to escalate the concern.</p> <p>I assured, S.J. will contact her first when any updated information is available.</p> <p>I provided my name, Icb</p>
<p>Frontier North Inc. - BLES – Out of Service</p>	<p>10/18/2019 2:36 PM</p>	<p>Called escalation line- spoke w (Phil)- per Phil the tech is in route today. Co will send response once updates as well-</p>
<p>Frontier North Inc. - BLES – Out of Service</p>	<p>10/18/2019 2:36 PM</p>	<p>called customer to advise of escalation info- no vm set up. Co flup response:</p>
<p>Frontier North Inc. - BLES – Out of Service</p>	<p>10/18/2019 2:36 PM</p>	<p>Bles account.</p> <p>10/18/19-additional repair ticket was placed. Tech referred ticket to central office on 10/21/19. Central office placed tests on 10-23-19 and completed the ticket.</p> <p>Co notes on 10-24-19 notified by customer no dial tone- Co placed ticket and due for 10/28/19</p>
<p>Frontier North Inc. - BLES – Out of Service</p>	<p>10/18/2019 2:36 PM</p>	<p>Cust called back and gave #'s for contact.</p> <p>██████████ is a good contact#</p> <p>██████████</p> <p>Neither# has a vm set up.</p>

Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	Called/spoke w/ Mr. ██████ - Advised per ea (Bonnie) co is attempting to get services fixed today. Advised will flup once I receive an update from Co.- Waiting on co response
Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	cust called. Transferred to SJ vm.
Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	Reviewed notes from intake and customer-vm Sent flup to Co-Waiting on co response
Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	Closed case per intake notes . Customer states issue resolved
Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	Spoke w/ Bonnie(escalation team)-Per Bonnie previous ticket on 10/22 was closed per tech but no explanation given. Bonnie states customer called/advised still no dial tone. Bonnie states the co is working on the issue and is attempting to get issue fixed today.
Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	Bonnie states will send updates- Waiting on co response
Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	Resolution Comments: Closed case per intake notes from customer
Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	Called customer-no answer and no vm-
Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	Co flup- Co notes that the customer’s svc is working and an adjustment is being processed for outage from 10/11-10/25. Co states that it spoke w/ customer on 10/25 and confirmed svc was working.
Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	Re-closed case
Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	Called customer/advised of co flup response (below) Advised would flup on 10/28/19
Frontier North Inc. - BLES – Out of Service	10/18/2019 2:36 PM	Cust called back and stated the phone has been fixed. Ok to close out the case. Customer wanted to say thank you. ICb



<b>Subtotal</b>		16	
00552911	Frontier North Inc. - Repair Service	10/20/2019 4:36 PM	Description: No dial tone on phone. When I tried to report it at the point when I was switching from digital prompting to when I was going to talk to rep. The system hung up on me. My wife's had this happen to her multiple times when reporting previous outages. I have been in communication with PUCO before about these continuous outage issues.
	Frontier North Inc. - Repair Service	10/20/2019 4:36 PM	FTR provided interim and confirmed receipt.
	Frontier North Inc. - Repair Service	10/20/2019 4:36 PM	Resolution Comments: Left VM for [REDACTED] at [REDACTED]. Advised that per Frontier his service had been repaired and that Frontier had confirmed the repair with him on 10/28. Advised he should see a \$6.00 credit on his next bill. Invited callback if he is having any further issues.
<b>Subtotal</b>		3	
00553149	Frontier North Inc. - Out of Service	10/21/2019 10:12 AM	Sent Urgent-Waiting on Co response
	Frontier North Inc. - Out of Service	10/21/2019 10:12 AM	Caller sent in email svc was restored Called customer to confirm all issues resolved b4 close
	Frontier North Inc. - Out of Service	10/21/2019 10:12 AM	cust stating shes always having an issue with her landline once a month her phone goes out it has been out 3x within th last 2 weeks cust has cell phone but doesnt get serv where she lives. serv went out 10/17 and she put in a work order and shes not sure when they will be out said maybe today. cust is upset and wants this looked into to see what can be done to get this resolved permanently. adv cust of investigation process icb

			Co flup:  Non bles Customer issue from 10/15 was fixed on 10/16 (equip failure). Customer will receive a credit of \$25 on account. Co has tried to reach customer- but has been unable to. Co mailed customer a letter w/ co info if she needs additional assistance.
	Frontier North Inc. - Out of Service	10/21/2019 10:12 AM	
	Frontier North Inc. - Out of Service	10/21/2019 10:12 AM	No response from customer of any issues- relied on customer's email advising that all issues w/outage were taken care of- closed case
	Frontier North Inc. - Out of Service	10/21/2019 10:12 AM	Resolution Comments: Closed case per customer's email advising that her issue was resolved
<b>Subtotal</b>		6	

00553158	Frontier North Inc. - Out of Service	10/21/2019 10:34 AM	<p>reached and spoke to the customer. I explained that I got his e-mail complaint and I wanted to explain we do not regulate internet. I explained that he would need to call the FCC for that. I asked if he had phone service and he states he does. I explained if is having issues with that I can contact the company about the phone issues, However, our rules pertain to BLES and I explained BLES. He states our name is on the back of the bill for help and I do understand. I explained that our information is on every regulated utility bill however we do not regulate every aspect of the company , there are certain things that fall under our regulation. I explained that over the last few years our regulation over the phone industry has become less and less. He wanted to know why and who he should contact. I told him we are told what we are going to regulate by legislature and he should contact his state rep with issues. I said I will certainly note it here. He states one thing to pass to the powers that be is that we do all this advertising the PUCO can help but it can't due to limitations, put that out there don's say you can help when you can't. I told him I agree. We have to work within the rules and can not always help every person or resolve every issue. He states one issue has with Frontier is when he calls them it is going to be a one hour or two hour call. I told him we can note that but we do not regulate customer service at any company we regulate, we never have, I will certainly note it here. He thanked me for that. he states he does have phone issues but they repaired</p>
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	<p>Frontier North Inc. - Out of Service</p>	<p>10/21/2019 10:34 AM</p>	<p>Resolution comments: .</p> <p>I called and spoke to the customer. I explained that I got his e-mail complaint and I wanted to explain we do not regulate internet. I explained that he would need to call the FCC for that. I asked if he had phone service and he states he does. I explained if is having issues with that I can contact the company about the phone issues, However, our rules pertain to BLES and I explained BLES. He states our name is on the back of the bill for help and I do understand. I explained that our information is on every regulated utility bill however we do not regulate every aspect of the company , there are certain things that fall under our regulation. I explained that over the last few years our regulation over the phone industry has become less and less. He wanted to know why and who he should contact. I told him we are told what we are going to regulate by legislature and he should contact his state rep with issues. I said I will certainly note it here. He states one thing to pass to the powers that be is that we do all this advertising the PUCO can help but it can't due to limitations, put that out there don's say you can help when you can't. I told him I agree. We have to work within the rules and can not always help every person or resolve every issue. He states one issue has with Frontier is when he calls them it is going to be a one hour or two hour call. I told him we can note that but we do not regulate customer service at any company we regulate, we never have, I will certainly note it here. He thanked me for</p>
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	Frontier North Inc. - Out of Service	10/21/2019 10:34 AM	Description: Have had recurrent problems with VERY poor service and increasing rates. Company will not give credit for no internet on what they describe as "copper lines." We have very slow internet speeds and are often without internet service. They have instituted an arbitrary \$10./mo. increase stating that their rates have not been "accurate." They have not improved their service for years, yet keep increasing their rates while service gets poorer.
<b>Subtotal</b>		3	
00553194	Frontier North Inc. - Out of Service	10/21/2019 11:37 AM	Waiting on co response
	Frontier North Inc. - Out of Service	10/21/2019 11:37 AM	cust called ea at 8774627320 and couldnt get anyone I called over to ea and transferred cust
	Frontier North Inc. - Out of Service	10/21/2019 11:37 AM	Resolution Comments: Calling to report phone outage but cannot get through to co. provided ea number, advised if he cannot resolve to call back.

Frontier North Inc. - Out of Service	10/21/2019 11:37 AM	<p>CALL BACK &gt; elderly; 86 y/o</p> <p>██████████ is calling back b/c when he called the PUCO the other day, he was transferred over to the company and he went thru 3/4 people</p> <p>-caller says at the time, the home phone svc wasn't working, but it's working now</p> <p>-caller says Frontier didn't want to come out and check b/c he don't have line svc, but the problem was in their box &gt;&gt; the wires were rusted off</p> <p>-caller says a local neighbor came out and fixed the problem</p> <p>-when asked, caller says Yes- he paid the neighbor</p> <p>-caller was advised that the PUCO will contact Frontier to find out why they refuse ro fix his home telephone svc - which is a paid svc</p> <p>-caller says they don't want to fix his phone b/c he won't buy line svc -nor- will he agree to buy Internet svc, etc...</p> <p>-caller says he's 86 y/o and live on limited income &gt;&gt; he can't afford extra charges</p>
Frontier North Inc. - Out of Service	10/21/2019 11:37 AM	Co notes receipt of complaint- states will send response Co response:
Frontier North Inc. - Out of Service	10/21/2019 11:37 AM	<p>Non Bles</p> <p>Customer's service is working. 10/29/19- co spoke w/ customer and confirmed service was working. Customer will receive a courtesy adjustment of \$5.84 for 5 days of outage.</p> <p>Co states that customer was advised that there will be repair charges for service issues inside if he does not have the inside wire maintenance plan.</p>

	Frontier North Inc. - Out of Service	10/21/2019 11:37 AM	received response- reviewing response.
	Frontier North Inc. - Out of Service	10/21/2019 11:37 AM	Called customer/advised of co response (below) Advised of my name and hotline number
			Resolution Comments: Left vm-10/31/19-Advised of co response "See case comments- co response"
	Frontier North Inc. - Out of Service	10/21/2019 11:37 AM	Calling to report phone outage but cannot get through to co. provided ea number, advised if he cannot resolve to call back.
<b>Subtotal</b>		9	

00553211	Frontier North Inc. - Missed Installation Appointment	10/21/2019 12:19 PM	<p>FRONTIER</p> <p>Missed installation.</p> <p>Customer is calling regarding Frontier refusing service for their new residence.</p> <p>Customer's son has an illness which causes seizures, cell phone coverage is spotty.</p> <p>Customer and her family purchased 10 acres of land, and built their individual homes.</p> <p>04/2019 - Customer contacted Frontier to request phone/internet service, and has yet to receive the service.</p> <p>Customer's in-laws who built their home first, already has Frontier service.</p> <p>Frontier came up with a plan to run the new line up the family's shared driveway, then split to the newly built homes.</p> <p>1 month ago - Frontier send a technician to install a box on the side of the customer's home, which also informed another Frontier technician would be back within a week to prepare to add the line.</p>
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			<p>calling about her case. I provided to her the response from the co. that was rc'd today.</p> <p>Caller said she is concerned because she said that this co has no idea what they are doing and who they are sending out there. States that on Nov 14, Steven Kisling came out, he talked to the cust, talked about her brother in law that lives next door, told her everything about what he was going to be doing.... Steven provided her w/his contact numbers and it turned out that this guys phone numbers are fake. Called FN and they told her they don't have anyone on staff by this name.</p> <p>Another tech came out, Will, he gave his info which was accurate.... he showed up to do work and began to look around and asked her where were the lines. He then had to leave because he couldn't do anything w/out the lines. Caller said this is like chasing the tail again.</p> <p>Advd caller that this response just came in today. The invt will have to allow another 5 business days for the co to update this response. Advd if they don't update her invt w/in 5 days, the invt would need to reach back out to the co. requesting the update.</p>
	Frontier North Inc. - Missed Installation Appointment	10/21/2019 12:19 PM	Caller said, ok that sounds good. ***confirmed both cb #'s
	Frontier North Inc. - Missed Installation Appointment	10/21/2019 12:19 PM	Responded to the e-mail received from company asking for an update.
<b>Subtotal</b>		3	

00553228	Frontier North Inc. - Repair Service	10/21/2019 12:39 PM	<p>Caller states that some time ago - someone from FE said that they moved their lines - she states that there are 2 poles in her front yard – old poles cut down half way - and the old poles have not been removed - caller states that the electric company came thru and put up new poles – she is not sure who has the line on the old pole - she was told by FE that they (cable/phone) have to take their stuff off and remove the old pole – inquired if she called any other company - caller states, no - that she has DISH and a cell (no home phone) – she states that Armstrong cable is the cable co.</p>
	Frontier North Inc. - Repair Service	10/21/2019 12:39 PM	Resolution Comments: cable
	Frontier North Inc. - Repair Service	10/21/2019 12:39 PM	per Commerce: Frontier remains attached to the pole(s) in question. Please reach out to them and request pole transfer to resolve matter.
	Frontier North Inc. - Repair Service	10/21/2019 12:39 PM	<p>discuss frontier response with customer, ask if the pole has been removed. customer says the lines have been moved to the new pole, the old pole has not been removed. customer says first energy crew cut down the old pole in sections, has not removed the pole at this point. customer asks if puco cn assist with pole removal, advise will contact company to assist with pole removal.</p>

	Frontier North Inc. - Repair Service	10/21/2019 12:39 PM	Resolution Comments: discuss response where line manager spoke to customer 11/19, identified that pole was owned by oe and would be out in a few wks to remove it. customer says spoke to line manager 11/19 who advised customer that their crews would be in the area 11/23 to remove the pole, the company did not remove the pole 11/23. suggest to the customer to give the company another wk to remove the pole, customer says that is ok, invite callback if pole not removed in a wk. cable
<b>Subtotal</b>		5	
00553232	Frontier North Inc. - Repair Service	10/21/2019 12:57 PM	Description: Land line, paid for phone services from January 2019 till October 2019, but did not receive any service. No dial tone no transmission. Heart monitor hooked up to land line, Dr. office could not a signal through the phone line. Company refuses to refund the money. \$277.26 Over last 10 years the service has been out 4-5 times per year. Called every time always 1 week or more for service to come back on.
	Frontier North Inc. - Repair Service	10/21/2019 12:57 PM	Call unable to be completed.
	Frontier North Inc. - Repair Service	10/21/2019 12:57 PM	Resolution Comments: Sent customer letter advising that Frontier issued a credit of \$17.16 for his September outage but was not willing to issue any additional credits because the customer had not reported any additional outages. Customer has canceled service with Frontier. Close case.
<b>Subtotal</b>		3	

00553233	Frontier North Inc. - Billing Inquiry	10/21/2019 1:05 PM	cust stating she was 4 months with no phone serv but its working now was adv no payment would be due because she would have a credit on her account cust was supposed to get information in the mail reflecting that and hasnt a payment is due tomorrow and cust wanyts to know what she should do referred to ea icb
	Frontier North Inc. - Billing Inquiry	10/21/2019 1:05 PM	Resolution Comments: referred to ea
	<b>Subtotal</b>	<b>2</b>	
00553237	Frontier North Inc. - Final / Initial Bill Issue	10/21/2019 1:16 PM	Resolution Comments: referred to ea
	Frontier North Inc. - Final / Initial Bill Issue	10/21/2019 1:16 PM	cust stating he cancelled his account and frontier was supposed to send him a check for his credit cust received a card and is upset about it cust wants this corrected referred to ea icb
	Frontier North Inc. - Final / Initial Bill Issue	10/21/2019 1:16 PM	calling back stating he called ea they adv him they always pay in cc and when he told them he wanted a check he was placed on hold for 7 mins and he just hung up referred cust back to ea adv he would have to see what the company would be willing to do about sending him a check icb

	Frontier North Inc. - Final / Initial Bill Issue	10/21/2019 1:16 PM	██████████, called in to thank Courtney for her great customer service, and for referring him to the EA which did resolve his concern by mailing him a paper refund check as requested. Ok to close.
<b>Subtotal</b>		4	
00553246	Frontier North Inc. - Availability of Service	10/21/2019 1:42 PM	Description: We get no cell phone service where we live. We requested a land line be installed by Frontier. When the serviceman came out he said the wire run only allows for 8 phones on our street and we cannot get service. What if we have an emergency? They need to run a new line and he is too lazy because he is the only installer in our area.
	Frontier North Inc. - Availability of Service	10/21/2019 1:42 PM	Subject: Refusal of phone service
	Frontier North Inc. - Availability of Service	10/21/2019 1:42 PM	Resolution Comments: Discussed co rsp w/cust

			<p>Per pri conv w/cust, advd the following.</p> <p>A Frontier Rep spoke w/him on Oct 22 and he has not had an order for service in about a year.</p> <p>He placed a new order for phone and Internet service confirmation order 41919487/ [REDACTED]</p> <p>Frontier is working w/construction to bring him service.</p> <p>He was provided w/ direct contact info should he have any further questions or concerns.</p> <p>He said that they did drop this for about a yr. and then someone suggested that they call the PUCO. States once calling PUCO, the co got right on it and contacted them. Being told that the construction could take about 30 days. Once the lines are in they should be able to connect them. The internet the co couldn't say for certain, but a landline should not be a problem. They are working on it. ADvd I'll cls the case, but do not hesitate to cb should he need to as this case can be reopened.</p>
<b>Subtotal</b>		4	
00553255	Frontier North Inc. - Assistance Programs	10/21/2019 1:57 PM	<p>-caller says back in June, she applied for the Lifeline telephone discount, and was approved in July, although Frontier is not giving her the credits</p> <p>-when asked, caller at least 2 months worth of credits are due so far</p> <p>-referred caller to EA hotline for furtherance &gt;&gt; contact info provided</p> <p>-invited call back, if necessary</p>
<b>Subtotal</b>		1	
00553275	Frontier North Inc. - Repair Service	10/21/2019 2:29 PM	Resolution Comments: Gave name/ICB

		<p>██████ states his phone has been down since Sunday cannot get through to report his repairs that's needed.</p>
Frontier North Inc. - Repair Service	10/21/2019 2:29 PM	Gave EA#/name/ICB
Frontier North Inc. - Repair Service	10/21/2019 2:29 PM	<p>Co response:</p> <p>Customer's account in Non-bles. Customer static was reported on 10/22 and fixed on 10/25. Co notes no further reports were made by customer since 10/25 on service issues.</p>
Frontier North Inc. - Repair Service	10/21/2019 2:29 PM	<p>Customer does not have inside wire maintenance on account Called customer/advised of Co response (below). Advised of my name and hotline number</p> <p>Customer states that she has buzzing on her line. She also states that she is on oxygen</p>
Frontier North Inc. - Repair Service	10/21/2019 2:29 PM	<p>Sent flup to co on buzzing issue-waiting on co response.</p>
Frontier North Inc. - Repair Service	10/21/2019 2:29 PM	<p>Callers was already dealing with a static issue on his phone. A truck was out there yesterday, the cover is off the telephone box and lines are coming out of it. He went in the house and he had no telephone or internet service at all. He is still completely without service and is starting to feel like its intentional. He's been dealing with this for months and the co refuses to fix the lines.</p>
Frontier North Inc. - Repair Service	10/21/2019 2:29 PM	Waiting on co response

	Frontier North Inc. - Repair Service	10/21/2019 2:29 PM	Resolution Comments: Called/advised of co flup response "See case comments- co flup response"
			Co flup response:  Co states the tech had not finished the ticket as he was still working on the issue. Tech fixed the cover on the pedestal and the cable pair  Co states that they spoke w/customer and the phone is clear and internet is working  Customer will receive a credit of \$20.71
	Frontier North Inc. - Repair Service	10/21/2019 2:29 PM	Medical Necessity form was sent to customer
	Frontier North Inc. - Repair Service	10/21/2019 2:29 PM	Called/left vm- Advised of co response (below) Advised of my name and hotline number
<b>Subtotal</b>		9	
00553284	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	Sent initial- waiting on co response



	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	<p>cust stating shes been having issues with her phone since 2016.</p> <p>cust stating her phone has been out at least 10 x this year.</p> <p>cust didnt know she was able to get a credit and they wont provide her any records of when she called to report it.</p> <p>cust stating she also was told she had to bury her own phone line and wasnt sure why and when she complained they gave her a credit of \$6.</p> <p>cust does have serv currently but has very bad static on her phone and hasnt been able to get this fixed.</p> <p>cust also wants to see what can be done as far as credits she only has phone serv with Frontier and serv has been out for more than 3 days.</p> <p>cust doesnt have good cell serv in her area so she has to drive far up the road to get a signal.</p> <p>cust has a record from Feb 11th for phone serv to get fixed and they gave a date all the way out to Feb 28th.</p> <p>cust stating all her troble tickets feb 11, march 20, april 14, may 31, june 28, july 23, aug 22, oct 9, oct 20</p> <p>cust is wanting this looked into</p> <p>adv cust of investigation process</p> <p>icb</p>
	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	received response- reviewing response

		Co response:  Customer's account is Non Bles Customer's outage reported on 10/20/19 was repaired on 10/22/19. Customer's account credited \$66.84. Co called customer/confirmed service was working.
Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	(Co also provided list of customer's past outage report dates and applicable credits)
Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	Resolution Comments: left vm- advised of co response "see case comments- co response"
Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	cust calling back she has a loud buzzing sound on her phone everytime it rains this happens and she wants puco to keep this opened so we can document adv cust I can get this noted
Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	Called/left vm-advised of co response (below) Advised of my name and hotline number

	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	<p>Customer is returning a call from S.J.</p> <p>Customer listened to the voicemail, and has some additional questions.</p> <p>Customer doesn't feel the investigation conclusion was satisfactory, feels the company owes her more money for accumulated fees such as 3 way calls etc.. which she was forced to use when the phone service was not functioning correctly.</p> <p>Customer also has concerns regarding rather or not the service was temporarily fixed, or actually fixed.</p> <p>Customer expressed they are expecting rain over the next couple of days, which will dictate if the service issues were really resolved or not.</p> <p>I informed, if she was not satisfied with the investigation results, she can request a FC packet to escalate her concern to the next level.</p> <p>Transferred customer to S.J. for further assistance.</p>
	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	<p>Call transferred from intake L.G</p> <p>Spoke w/ customer-advised of Close info.</p> <p>Advised if account is Non bles-co not required to issue credits.</p> <p>Advised caller will keep case open as she states she wants to make sure the service continues to work after the upcoming rain.</p> <p>Advised will flup w/ her on 11/08 for update on the service</p>

	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	Calling for investigator. Trsf call.
	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	left vm- Advised will be closing case-Advised if further issues to call in.
	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	Called customer to see if flup issue w/ buzzing has been cleared as no response from co yet. Left vm for customer to call back to advise Waiting on co flup response
	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	listened to customer's vm- per customer phone is a little clearer. co asked if she wanted to submit another ticket and customer states that she declined. Customer states co notes if she has issues to contact co directly. Waiting on co flup response-before close re-close case.
	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	Cust called back. Transferred to SJ vm.
	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	Spoke w/ sup on 11/15/19-Ok to call customer and advise of close and if issues to call back
	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	Resolution Comments: Re closed case as issue resolved- Called customer/advised of close
	Frontier North Inc. - Repair Service	10/21/2019 2:45 PM	Called customer/left vm-Advised would be closing case as issue resolved . Advised if new issue to call in and an investigation can be opened.
<b>Subtotal</b>		17	
00553345	Frontier North Inc. - Call Company First	10/21/2019 4:43 PM	Resolution Comments: RTC TWWC
	Frontier North Inc. - Call Company First	10/21/2019 4:43 PM	RTC 800-921-8101.
<b>Subtotal</b>		2	

00553623			<p>█ states she spoke with the phone company and they stated she didn't owe anything.</p> <p>She had a letter saying she owed \$150+ from Sept.</p> <p>Adv caller to contact company back due to not having access to her acct and if their rep said she didn't owe, she must've made a payment.</p>
	Frontier North Inc. - Billing Inquiry	10/22/2019 12:45 PM	Gave number to Frontier and name/ICB
	Frontier North Inc. - Billing Inquiry	10/22/2019 12:45 PM	Resolution Comments: Gave number to Frontier and name/ICB
	Frontier North Inc. - Billing Inquiry	10/22/2019 12:45 PM	<p>cust has a bill for \$224.87 and she has been paying her phone bill every month and wants to know why its this high said she called frontier but couldnt speak with anyone referred to ea</p> <p>cust wanted transferred</p>
<b>Subtotal</b>		3	
00553630			<p>Caller said he requested telephone and internet service in April. The telephone service never worked so she cancelled it during April and just kept the internet service. The co continued to bill for telephone service he did not have and disconnected his internet svc for nonpayment of the nonexistent telephone service. When he called the co he was told they'd correct the bill and he'd just have to pay \$1.51 for the internet service to be restored. He later received a call from the co saying they will not remove the telephone charges and the bill must be paid in full to restore his internet. He is seeking assistance in having the telephone charges removed, internet restored and the billing corrected going forward.</p>
	Frontier North Inc. - Billing Dispute	10/22/2019 1:01 PM	

	Frontier North Inc. - Billing Dispute	10/22/2019 1:01 PM	Customer called back about his Frontier complaint. Informed him of investigation process/time frame and that his investigator will contact him once a response is rcvd.
	Frontier North Inc. - Billing Dispute	10/22/2019 1:01 PM	Resolution Comments: LM ON VM TO CLOSE explained phone charges and late fees removed and internet restored.
<b>Subtotal</b>		3	
00553675			
	Frontier North Inc. - Out of Service	10/22/2019 2:44 PM	Customer states she called Frontier today because the service keeps going out. Customer was told that the service was repaired a week ago but it is still not working. Customer states they will be out on 10/25. Customer is frustrated because the service keeps going out. Techs tell the customer that the line needs replaced but the company will not let them replace the line. Gave EA#. icb
	Frontier North Inc. - Out of Service	10/22/2019 2:44 PM	Resolution Comments: ICB
<b>Subtotal</b>		2	
00553714			
	Frontier North Inc. - Non-Jurisdictional Matter	10/22/2019 4:24 PM	Resolution Comments: njm
	Frontier North Inc. - Non-Jurisdictional Matter	10/22/2019 4:24 PM	NJM internet only issue explained NJM
<b>Subtotal</b>		2	

00553730	Frontier North Inc. - Repair Service	10/22/2019 4:55 PM	<p>Caller has frontier 2 weeks ago-local water co put line across road and cut phone line She put a sign out so the water co could see. She called water co on Thursday and they advised she needed to call frontier</p> <p>She states she emailed the co and a lady called her back and set up a trouble ticket (she states this was a week ago) Co was to come out and repair last Friday, but no one showed up. Caller has emailed the co and called the tech's number- no one has responded</p>
	Frontier North Inc. - Repair Service	10/22/2019 4:55 PM	<p>Advised of ea/ icb</p> <p>Resolution Comments: Advised of ea</p>
<b>Subtotal</b>		2	
00554016	Frontier North Inc. - Contract Inquiry	10/23/2019 1:32 PM	<p>Description: In April, a rep from Frontier called to offer an updated modem for the shop. I authorized it, and now when we've switched companies, they are saying I accepted a new contract. I did not at any time authorize said contract as I am just the secretary. We've received a bill in the amount of \$1,519.20 for early termination of said contract which my boss, [REDACTED], is quite upset about. Upon calling Frontier, we were advised to go through arbitration with AAA (American Arbitration Association). AAA wants \$1,725 for its fees. Mr. [REDACTED] wanted to see if there was anything you could help us with.</p> <p>Thank you &amp; sincerely, [REDACTED]</p>

	Frontier North Inc. - Contract Inquiry	10/23/2019 1:32 PM	<p>returned east coast (it wasn't until that I placed the call and speaking to the customer did i realize i did not call from the recorded line)  Advd caller of the following:</p> <p>Co. rpts that Ms. [REDACTED] entered into a two year verbal commitment on April 26, 2019 for a reduced rate on phone and internet.</p> <p>Frontier has listened to the conversation that took place on April 26, 2019, which Ms. [REDACTED] did accept the two year term commitment and was advised that if they were to cancel before April of 2021 an early termination fee would apply, which is calculated by taking the monthly plan charge times the remaining months of the agreement.</p> <p>Frontier advises the Early termination fees are valid and no adjustment is due to their account.</p> <p>I apologized that this info wasn't passed onto her as the co. did respond on Oct 31.  Advd of time line involved for a co to respond being 10 business days and that co. was not due to respond till Nov 7  Advd that I will push back at the co. and ask for a copy of the recorded ph conversation if they are holding her to these charges. Advd once I hear back from the co., I'll be in touch.</p>
	Frontier North Inc. - Contract Inquiry	10/23/2019 1:32 PM	<p>[REDACTED] states that she called the company and they claim they called a few times and now they closed the case.</p> <p>Xfer to CM vmail due to not available. Caller states they close at 10 am.</p> <p>Gave name/ICB</p>



<b>Subtotal</b>		3	
00554051			Description: Two phone poles have fallen in my front yard. Frontier refuses to repair them They are an extreme hazard as the lines are over a small stream which on occasion children fish. I am deeply concerned when the cable snaps, as it is very taut, someone will be killed. I have been calling frontier phone company for three months to no avail. This is a serious problem and needs to be addressed. I appreciate your help with this matter
	Frontier North Inc. - Damage	10/23/2019 2:43 PM	
	Frontier North Inc. - Damage	10/23/2019 2:43 PM	Resolution Comments: Sent closing e-mail to customer.
<b>Subtotal</b>		2	

00554289	Frontier North Inc. - Repair Service	10/24/2019 11:17 AM	<p>Caller states she has bundled services. States two weeks ago there was static on the line and the company sent someone out this past Tuesday, Oct 22, 2019, and checked the line. She states she was on a long distance call at the time and the call dropped. This morning she was not able to make an outgoing call and reported it to Frontier.</p> <p>Caller states she has had problems with the service for months but would cut me off everytime I asked a question regarding the service problems. She mentioned a problem at the pedestal several months ago but interrupted each time I attempted to ask for details.</p> <p>Caller states she wants a number for a supervisor at Frontier so she can call and ask for a discount or reduced rate. She then stated she doubts that anyone from the company will speak with her. Then she stated she will disconnect the service if it doesn't improve.</p> <p>***** *****</p>
	Frontier North Inc. - Repair Service	10/24/2019 11:17 AM	<p>Provided EA # to Frontier, my name, and ICB if issue is not resolved.</p> <p>Resolution Comments: RTC, ICB</p>
<b>Subtotal</b>	2		
00554325	Frontier North Inc. - Non-Jurisdictional Matter	10/24/2019 12:52 PM	<p>Description: Service outage for many weeks, lack of communication among company, very poor service. Please communicate by email.</p>
	Frontier North Inc. - Non-Jurisdictional Matter	10/24/2019 12:52 PM	<p>Email sent advising that Frontier stated that only issues with the internet were reported on October 23. The issue was resolved on October 24. Advised NJM and referred to FCC for future issues with the internet.</p>

<b>Subtotal</b>		2	
00554661	Frontier North Inc. - New Service	10/25/2019 10:49 AM	<p>-caller says they planned to be away from home camping so they cancelled the home phone svc with Frontier back in June/July</p> <p>-caller says upon returning home in October, she called Frontier to establish the svc, but was told no phone line available &gt;&gt; no hub available &gt;&gt; all full</p> <p>-caller says her husband is a disabled vet, and she need a house phone b/c no cell svc is available</p> <p>-when asked, caller says all she want is a basic cheap home phone package</p> <p>-referred caller to Minford Telco &amp; AB&amp;T for furtherance, but caller says Minford Telco does not svc her address &gt;&gt; contact info provided to reach AB&amp;T</p> <p>-furthermore, referred caller to Frontier's EA hotline for furtherance &gt;&gt; contact info provided</p> <p>-invited call back, if necessary</p>
<b>Subtotal</b>		1	
00554690	Frontier North Inc. - Out of Service	10/25/2019 11:53 AM	<p>Calling for sister in law. She is non verbal and his wife is her Payee and POA. There is buzzing on the line and if you call the service#, it rings one time and then you get a busy signal. Caller has reported the issue to Frontier and they have been non responsive. Phone doesn't accept incoming or outgoing calls. Gave EA#. Opening case because of med concerns. ICB</p>
	Frontier North Inc. - Out of Service	10/25/2019 11:53 AM	Resolution Comments: Sent closing e-mail to customer.
<b>Subtotal</b>		2	

00554715	Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	<p>Description: From: Brett, Deborah  Sent: Friday, October 25, 2019 12:34 PM  To: Moore, Nicole &lt;nicole.moore@puco.ohio.gov&gt;; Riley, Drake &lt;Drake.Riley@puco.ohio.gov&gt;  Subject: FW: Complaint for Deborah Cogdill - Grafton</p> <p>Hi Nicole and Drake,</p> <p>GLW Cable says the wire is a Frontier line. Could you please assist?</p> <p>Thank you</p> <p>From: Brett, Deborah  Sent: Friday, October 25, 2019 9:37 AM  To: 'jlarge@glwb.net'  &lt;jlarge@glwb.net&lt;mailto:jlarge@glwb.net&gt;&gt;  Subject: Complaint for ██████████ - Grafton</p> <p>Ms. ██████████ contacted the Ohio Department of Commerce, seeking assistance with an unresolved wires issue. Ms. ██████████ states, wires belonging to GLW, are hanging too low in her yard. She has seen children playing with them, and feels they present a safety hazard. Could GLW please contact her to discuss her concerns? She can be reached at</p>
	Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	<p>From DoC: Ms. ██████████ called back. She said Frontier has not taken care of the wires yet. Some of them are wrapped around trees, which she plans to cut down. Could the PUCO please contact her?</p>

Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	Customer rcvd a note on the door from Frontier stating "You need to call GLW Grafton Cable. This is not a phone line". According to the previous notes GLW said they are not their lines. This is a finger pointing situation. She needs help getting this resolved.
Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	Sent second request to company.
Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	I have not received a response back from the company as of yet. Once received and reviewed I will contact customer back.
Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	customer calling back about her case. I explained it was assigned to me and Frontier has not responded to me. they were to respond by yesterday. I told her I would re-send to the company and they have 5 business days to respond. she thanked for help. I gave her case #.
Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	I called the customer and explained we had a field staff per got out and look at this is a cable tv issue and not a Frontier issue. she thanked for all the help. I told her I would give her the ODOC phone number instead of sending something to them and them having to contact her. I gave her the phone number and she thanked for all the help. close case.
Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	Recvd e-mail from LM  Please see Jack's notes and picture's. It appears to be a CATV service drop the customer is concerned about. Jack was not able to make contact with customer.  Lowell

Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	<p>Resolution Comments: :</p> <p>I called the customer and explained we had a field staff per got out and look at this is a cable tv issue and not a Frontier issue. she thanked for all the help. I told her I would give her the ODOC phone number instead of sending something to them and them having to contact her. I gave her the phone number and she thanked for all the help. close case.</p>
Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	<p>Email from LM:</p> <p>Dan,</p> <p>Jack Dedmon will take a look at the lines tomorrow and report back.</p> <p>Jack,</p> <p>The customer's name is [REDACTED] Address is [REDACTED], OH 44044. From the case notes, there is a low hanging line in Ms. [REDACTED] back yard. Grafton Cable indicates the line belongs to Frontier and Frontier says it's a Grafton CATV line.</p>
Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	DA sent e-mail to LM to inquire what FOFD can do.

			<p>I contacted this customer on Thursday after one of our electric field staff reps went to the property. It was determined the line in question is cable line and not phone line. I explained this to the customer and that she can try contacting the ODOC again. I explained that due to this info there is nothing further we can do as we do not regulate cable companies.</p> <p>she contacted the ODOC and they in turn contacted us again. I spoke to DR and explained that I stated in the case that we had a PUCO field rep go out and it was determined the lines are Cable. I explained the cable company keeps stating they are Frontier lines and Frontier has been out and determined the lines are not theirs and we send field staff out who also determined they are cable lines.</p>
	Frontier North Inc. - Repair Service	10/25/2019 12:42 PM	DR sent another response to ODOC through internal e-mail. I am closing this case. Will re-open if instructed to do so.
<b>Subtotal</b>		12	

00554802	Frontier North Inc. - Assistance Programs	10/25/2019 3:23 PM	Caller was dropped from Lifeline after being on the program for years. She renewed and without any notice she was dropped. She then had to file a whole new application and submitted all of the required documentation (Medicaid approval letter from ODJFS) in early September. They are yet to approve her. Just yesterday she was sent another application with no explanation of why. She called Frontier today to inquire about why and she was told they have no way of contacting Lifeline and explaining why it was denied. She just knows it was denied October 17th. She has been working on this and paying the higher bill for months. She'd like answers on why she was denied and a credit for what she's overpaid in the interim.
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			<p>I called customer. The voicemail cut off after I said my name, PUCO, and case number.</p> <p>IF CUSTOMER CALLS BACK: the Lifeline recertification was requested on July 10, 2019. USAC (The Universal Service Administrative Company) sent the customer a letter on June 12, 2019 requesting the Lifeline eligibility documentation be submitted by July 10, 2019. The customer was removed from Lifeline on July 11, 2019. USAC has advised Frontier that the application failed due to duplicate subscriber/duplicate address. If the customer has Lifeline for a different service, she cannot have Lifeline on telephone service as well. The Lifeline discount can only be applied to one service at a time. The customer needs to complete a lifeline household worksheet as well as the Benefit Transfer letter, which the company advised on October 18, 2019 and a new application was mailed to the customer. The company is not able to backdate or credit the account for Lifeline as it is a federal program under the discretion of USAC.</p>
	Frontier North Inc. - Assistance Programs	10/25/2019 3:23 PM	
	Frontier North Inc. - Assistance Programs	10/25/2019 3:23 PM	<p>Letter mailed to customer advising that USAC sent the customer a letter on June 12 requesting the the customer submit eligibility documentation by July 10, 2019. The customer was removed from Lifeline on July 11, 2019. An application was submitted, but failed to qualify due to duplicate subscriber/duplicate address according to USAC. Frontier advised that a benefit transfer and a lifeline household worksheet will need to be completed. The company has sent the customer the forms, but the company is unable to backdate or credit the account.</p>
<b>Subtotal</b>		3	
00554807	Frontier North Inc. - Can't Contact Company	10/25/2019 3:36 PM	Resolution Comments: ICB

	Frontier North Inc. - Can't Contact Company	10/25/2019 3:36 PM	Service is out with Frontier. They have not been able to reach Frontier. Gave EA#. ICb
<b>Subtotal</b>	2		
00554860	Frontier North Inc. - BLES - Repair Service	10/26/2019 2:00 PM	<p>Description: I have been without phone service from Frontier for 5 days. I am 72, live alone, and have no mobile phone.</p> <p>Frontier's customer service is not helpful. I have no idea where the outage is, whether it is under repair, how long repairs will take. I have no phone number to reach any local office. I get only rote messages through online chat.</p>

FROM CASE 00337003

----- Original Message -----

From: "Ernst, Amanda" <Amanda.Ernst@ftr.com>

To: "Chris Breeze" <cbreeze@wadsnet.com>

Sent: 10/30/2019 1:34:28 PM

Subject: RE: Frontier account [REDACTED]

The issues out in the field were completed on 10-24 with your last ticket. We will have to establish a new ticket if you are still without service. I will be the one handling your case with the State Commission and I am here to help. I can establish a new repair ticket, however if its determined to be an inside issue for any reason then there are fees involved with those types of repairs up to \$85.00 ( if found to be inside).

Frontier North Inc. - BLES -  
Repair Service

10/26/2019  
2:00 PM

I placed a repair ticket which is due for 10-31 to be handled. I am not sure what is still causing your service issues but we will

	Frontier North Inc. - BLES - Repair Service	10/26/2019 2:00 PM	Comment from case 00557689  Very inappropriate automatic response.  ----- Original Message ----- From: "PUCO Consumer Call Center" <noreply@puc.state.oh.us> To: "cbreeze@wadsnet.com" <cbreeze@wadsnet.com> Sent: 11/5/2019 7:00:22 AM Subject: PUBLIC UTILITIES COMMISSION OF OHIO - Your Case #00557689
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		<p>Comment from case 00337009.</p> <p>Today marks two weeks that I have been without residential phone service.</p> <p>I have had no communication from Frontier or from the PUCO this month.</p> <p>I still want to know what the outage is, where the outage is, when I will be back in service, and how much my charges will be reduced for the lack of service.</p> <p>It is my opinion that the telephone utility does not really want to be in the residential lines business. But until they are no longer required to be, that should be available to paying customers.</p> <p>----- Original Message -----</p> <p>From: "Ernst, Amanda" &lt;Amanda.Ernst@ftr.com&gt;</p> <p>To: "[REDACTED]" &gt;</p> <p>Sent: 10/31/2019 4:30:24 PM</p> <p>Subject: RE: Re[4]: Frontier account [REDACTED]</p> <p>I apologize but the technician will not be able to complete this today. This is scheduled for tomorrow Nov 1st. When I try to call your phone it is dead air for a few seconds and then a busy signal. I will be following up on this tomorrow. I'm so sorry for the delay on this.</p>
Frontier North Inc. - BLES - Repair Service	10/26/2019 2:00 PM	
Frontier North Inc. - BLES - Repair Service	10/26/2019 2:00 PM	Cable was spliced on 11-19-19 and tech repaired pairs on 11-20-19. We spoke to the customer 11-20-19 via email and confirmed service was restored at noon. Total bles credit of \$51.26 will be applied on the next cycle.
Frontier North Inc. - BLES - Repair Service	10/26/2019 2:00 PM	tried calling cust, answer but no response. will try back

	Frontier North Inc. - BLES - Repair Service	10/26/2019 2:00 PM	per cust e-mail on Nov 20. service was repaired
	Frontier North Inc. - BLES - Repair Service	10/26/2019 2:00 PM	Resolution Comments: per cust e-mail, service repaired. okay to close
<b>Subtotal</b>		8	
00555053			
	Frontier North Inc. - Can't Contact Company	10/28/2019 8:38 AM	cust stating her neighbors phojne was out and he came to her home to use the phone to call frontier and report it theneighbor and frontier had words but they came out and repaired his phone. her phone went out on 16th when they came to repair his phone shes been trying to report the outage but cant get through referred to ea icb
	Frontier North Inc. - Can't Contact Company	10/28/2019 8:38 AM	Resolution Comments: icb
<b>Subtotal</b>		2	
00555076			
	Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	Caller states that he has had no phone svc for almost a wk – he was able to get thru to the co and report this around last Wed - was told that they would be out in 1 to 2 days – he states that his wife was able to get thru to them on Sat evening - they received an email that Frontier found the problem and is working on it – another 2 days for the repair - caller states that he has a cell phone but they have very limited cell coverage – needs the phone svc, has chemo treatments - adv of inv timeline/process.
	Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	Sent Urgent-waiting on co response
	Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	Co sent email acknowledging receipt of complaint- Waiting on co response

Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	Sent email for update- Waiting on Co response Co response:
		non bles  Customer's service was repaired on 10/29/19 A \$5.96 adjustment has been applied to the customer's account and will appear on the next statement.  10/30/19-Co states it spoke w/ customer and confirmed the service was working.
Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	Customer was sent a medical letter
Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	Resolution Comments: left vm-advised of co response "see case comments- co response"
Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	Resolution Comments: Closed case as 11/14/19 spoke w/customer and confirmed svc working. Received co response confirming info.
Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	Called/left vm-Advised of co response (below) Advised of my name and hotline number

	Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	<p>Called customer back-</p> <p>Customer states his service is still out- Advised customer of co. response that was left on his vm (on the number he provided). Advised no call in by him until today to advise that service was not working.</p> <p>Caller states that the tech is scheduled to come out tomorrow to fix the service. Advised caller if service is not fixed after tech visit to call back in to make PUCO aware.</p> <p>Confirmed the updated number that he recently changed to- is the best number to reach him on. He states it is.</p> <p>Advised would also send a follow up to Co to see why Co advised service was fixed when it was not.</p>
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		<p>CALL BACK - last name adjusted to: [REDACTED]</p> <p>[REDACTED] is calling back, and he's very upset</p> <p>-caller says the house phone has been out of svc for the past 2/3 weeks</p> <p>-caller says he's currently going thru chemo and he has doctor's visits to attend</p> <p>-caller says the home phone svc is spotty!! he need a landline!!</p> <p>-caller says the phone been out for over 2 weeks, and he just got back from the doctor's office today, only been gone an hour and a half - when a tech (Greg) left a note on the door stating he found the svc working to the junction box - main # is only CBR - no answer at door</p> <p>-caller says there's no line - no tone!!!</p> <p>-in addition, caller says the phone # provided by the PUCO to reach Frontier is no good!!</p> <p>-caller was advised that SJ closed the complaint on Oct 31, b/c she contacted customer-of-record, and left vm of the company response</p> <p>-caller says he never spoke to SJ nor rec'd a vm from her!!! The home phone has not been fixed in over 2 weeks!!!!</p>
Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	-At some point - the caller started yelling at the Intake Rep
Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	Co interim response: Co states will advise when issue is complete
Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	Called customer to advise of co interim response. Customer states service is fixed.- Advised would be closing case. Waiting on Co flup response b4 close in system.

	Frontier North Inc. - Out of Service	10/28/2019 9:20 AM	<p>Co response:  10/26/19 report made and repair completed on 10/29/19.  11/04/19 report made and repair completed on 11/08/19 (no trouble found).  11/08/19 report made and repair completed on 11/19/19  11/12/19- report made and repair completed on 11/13/19</p> <p>Out of service adjustment in the amount of \$14.91 was applied to customer's account and will show on next bill statement.</p> <p>11/14/19-Co spoke w/ customer and confirmed service was working. Medical Letter was sent to customer by co on 10/28/19. Letter has not been returned</p> <p>Non bles customer.</p>
<b>Subtotal</b>		13	

00555083	Frontier North Inc. - Repair Service	10/28/2019 9:36 AM	<p>           - [REDACTED] says about four (4) weeks ago, a car struck the utility pole on her property            - caller says the pole is snapped in half, and putting stress on the electrical pole that's leaning into the yard            - caller says this has become a dangerous scenario            - when asked, caller says on Oct 25, Frontier says there's nothing else to do &gt;&gt; they've satisfied the ticket, and they're gonna make the person who hit the pole - pay for it            - when asked, caller wants to know how much longer will it take for Frontier to replace the pole, etc...            - when asked, caller says No - she's not a Frontier customer            - referred caller to EA hotline for furtherance &gt;&gt; contact info provided            - invited call back, if necessary         </p>
<b>Subtotal</b>		1	

00555130	Frontier North Inc. - Billing Dispute	10/28/2019 10:57 AM	<p>Description: we moved to a new home &amp; cancelled our Frontier phone service. We wanted to roll our phone number to our new home &amp; our Spectrum service. We were told we had to wait a month &amp; call again to request it. We called &amp; the next thing we know - they sent a Service technician to our new home to install internet. We had never ordered Internet service - we have always had our Internet with Spectrum. My son was called to let the Technician into our home. My son told the Technician that all we wanted was to have our phone number rolled over to our new address. We had never ordered Internet service - we already had Spectrum installed the month before. He told the Service man that someone must have keyed in the wrong number?? We have called 3 times to explain to different people that we did not order Internet - but they have charged us for a router &amp; 1 month of Internet that they did not provide . They also charged us \$75. for the Technician coming to install the Internet - which he did nothing &amp; now they have charged us \$75 more to disconnect it - which it was never connected in the 1st place. I am beside myself - it is like talking to the wall. They will not admit that someone has made a mistake &amp; it certainly was not us. On the 3rd time calling - they told my husband the case would have to be reviewed &amp; it would take a month - in the mean time they have turned our bill over to a collection agency. My husband is tired of dealing with them. Is there anything that can be done about this?? our acct number is [REDACTED] And</p>
	Frontier North Inc. - Billing Dispute	10/28/2019 10:57 AM	<p>Resolution Comments: vm customer that company adjusts total charges from [REDACTED] and contacts outside collection so final bill issues will not reflect negatively on credit report. leave hotline number as cbr.</p>
<b>Subtotal</b>		2	

00555191			<p>Caller has been without service for a full week and has been dealing with frequent outages for a year. He said he usually gets a lot of static initially then the phone goes completely out. He is without service more often than he actually has service. He said he has to call in to report outages, its a week before the co comes out and if the service comes on for even a second he has to call back in for a new ticket which takes another week for the co to come out--often leaving him out of service for weeks. He has been patient and he is now at the end of his rope with Frontier. He said the co doesn't provide credits automatically even when a customer has been without service most of the month. something must be done to permanently address the horrible service provided by Frontier.</p>
	Frontier North Inc. - BLES – Out of Service	10/28/2019 12:45 PM	
	Frontier North Inc. - BLES – Out of Service	10/28/2019 12:45 PM	* review company response *
	Frontier North Inc. - BLES – Out of Service	10/28/2019 12:45 PM	* sent urgent email *
	Frontier North Inc. - BLES – Out of Service	10/28/2019 12:45 PM	* review company response *
	Frontier North Inc. - BLES – Out of Service	10/28/2019 12:45 PM	Resolution Comments: spoke with cust - close case

	Frontier North Inc. - BLES – Out of Service	10/28/2019 12:45 PM	I called the cust on the phone number that was reported as out of svc - spoke with Paul Sheets - he confirmed that his phone has been working - cust states that it was working the day after he called the PUCO - around 130 pm the following day - exp to the cust that when he has a phone problem - to make sure he contacts Frontier to report it so a ticket can be opened - cust states that he used to do that last year but now does not - he states that it is his area when it happens - adv the caller to always report it to the phone company so there is a repair record - adv that after he reports it Frontier, if he needs any further assistance to call the PUCO - invited call back.
	Frontier North Inc. - BLES – Out of Service	10/28/2019 12:45 PM	* read co email *
<b>Subtotal</b>		7	
00555245	Frontier North Inc. - Non- Jurisdictional Matter	10/28/2019 2:35 PM	Resolution Comments: icb cust calling about internet issues
	Frontier North Inc. - Non- Jurisdictional Matter	10/28/2019 2:35 PM	adv njd referred to fcc
<b>Subtotal</b>		2	

00555251	Frontier North Inc. - Out of Service	10/28/2019 2:45 PM	<p>I called and spoke to Debbie Bloom the customer's daughter. I explained the response I received. She states that she was there last week and she left Thursday or Friday and she had a nephew who was there. They did call and when they called when he was there the phone service had static on it. she states the static comes and goes. she states it will be find and then not. she states that her mother is 90 and has med alert and if something happens and they call back and not able to reach her then what? I told her I do understand. I explained static is a hard thing to isolate as it comes and goes. I mean something could be touching the line or an animal on the line, could be anything. I told her that there are issues with this company and the service and repair issues. We are not able to enforce them to install new equipment. they are required to fix it.</p> <p>she sates that a tech came out and he was from the state of CT and he told her that there is nothing he could see and that it may be as easy as someone at the main office flipping a switch. she states after that it did work for a while and was clear. Now back to what it was. She states that someone was to come out today , but she is not sure if they came out today or not. she states she will call her mother and find out. I told her I can always send the company another e-mail. I can always do that. I just can't guarantee it is going to get the issue fixed. she thanked me for calling her back. i gave her my phone # and</p>
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	Frontier North Inc. - Out of Service	10/28/2019 2:45 PM	<p>resolution comments: I called and spoke to [REDACTED] the customers daughter. I explained the response I received. She states that she was there last week and she left Thursday or Friday and she had a nephew who was there. They did call and when they called when he was there the phone service had static on it. she states the static comes and goes. she states it will be find and then not. she states that her mother is 90 and has med alert and if something happens and they call back and not able to reach her then what? I told her I do understand. I explained static is a hard thing to isolate as it comes and goes. I mean something could be touching the line or an animal on the line, could be anything. I told her that there are issues with this company and the service and repair issues. We are not able to enforce them to install new equipment. they are required to fix it.</p> <p>she sates that a tech came out and he was from the state of CT and he told her that there is nothing he could see and that it may be as easy as someone at the main office flipping a switch. she states after that it did work for a while and was clear. Now back to what it was. She states that someone was to come out today , but she is not sure if they came out today or not. she states she will call her mother and find out. I told her I can always send the company another e-mail. I can always do that. I just can't guarantee it is going to get the issue fixed. she</p>
	Frontier North Inc. - Out of Service	10/28/2019 2:45 PM	I read the company response and will call customer to close.



	Frontier North Inc. - Out of Service	10/28/2019 2:45 PM	<p>cust stating shes calling on behalf of her 90 year old mom who's without serv</p> <p>this happened before when it was out for over a month. cust stating the phone went out 10/21 and she has been in contact with frontier numerous times but it still isn't fixed. cust has med alert and doesnt get cell service where she lives and she needs her landline.</p> <p>caller stating her mom lives alone she comes in town to visit sometimes but wants her to have a working phone.</p> <p>adv cust of investigation process</p> <p>icb</p>
	Frontier North Inc. - Out of Service	10/28/2019 2:45 PM	<p>██████████ (daughter) is calling back b/c she was told by Courtney (Oct 29) that Frontier would contact her within 24 hours</p> <p>-caller says she want to update the PUCO by reporting that the phone svc is back up and running, but the static noise is so loud it's hard to hear others on the line</p> <p>-Note: Intake Rep could hear a slight bit of static noise in the background</p> <p>-referred caller to EA hotline to report the static noise &gt;&gt;</p> <p>contact info provided for furtherance</p>
	Frontier North Inc. - Out of Service	10/28/2019 2:45 PM	<p>DR sent e-mail to company. I will pend out till 10/30/19 to see if company responds.</p>
	Frontier North Inc. - Out of Service	10/28/2019 2:45 PM	<p>received company response after case was closed. closing case, will re-open if customer calls back.</p>
<b>Subtotal</b>		7	

00555281			<p>Caller states that following the July 2019 tornado, he requested new phone/internet service from Frontier at the service location which is a temporary address while his home is being repaired. States two days later he called Frontier and cancelled the order. On about July 15, 2019, Frontier installer showed up but he told him he had cancelled the new service order and the installer left.</p> <p>Caller states Frontier has been billing for the service ever since even though they didn't have it installed. The total charges currently are \$194.01 and that includes a \$50.76 service installation and Wi-Fi equipment and router delivery fee. Caller states they never received any equipment from Frontier.</p> <p>Caller states the company has been contacted monthly since the first invoice and he has been told several times the company will cancel the charges but then another bill shows up. Caller states they maintained the service at their tornado damaged home so they have an active billing account with Frontier in his name for that address as well. The billing he is disputing is for their temporary address and it is mailed to the temporary address and to his attention.</p>
	Frontier North Inc. - Final / Initial Bill Issue	10/28/2019 3:51 PM	Caller states they are frustrated, that Frontier refuses to speak to his wife about this so he calls when he is able.
	Frontier North Inc. - Final / Initial Bill Issue	10/28/2019 3:51 PM	Resolution Comments: Called and spoke with Mr. [REDACTED] November 4, 2019. He confirmed that Frontier did call on November 1, 2019 to inform him that the charges of \$194.01 have been removed. Advised Mr. [REDACTED] it may take one-two billing cycles for the credit to appear on the billing. Provided my name and ICB if he has other issues.

	Frontier North Inc. - Final / Initial Bill Issue	10/28/2019 3:51 PM	Interim response from company:  We have received complaint #00555281 for this internet only customer [REDACTED].  We will advise when complete.
	Frontier North Inc. - Final / Initial Bill Issue	10/28/2019 3:51 PM	Called and spoke with Mr. [REDACTED]. He confirmed that Frontier did call on November 1, 2019 to inform him that the charges of \$194.01 have been removed. Advised Mr. [REDACTED] it may take one-two billing cycles for the credit to appear on the billing. Provided my name and ICB if he has other issues.
<b>Subtotal</b>		4	

00555316	Frontier North Inc. - Repair Service	10/28/2019 6:29 PM	<p>Description: Satellite internet: On 10/14/19 I accidentally cut my satellite cable while trying to have my septic system serviced. Frontier was contacted and a repair date was scheduled (10/21/19). Prior to the time scheduled I need to reschedule for 10/25/19. I waited over 6 hours with no technician arriving and no company contact. I called again and was rescheduled for 10/28/19 from 8-6. Again no response from the company or a technician. I again called and was told I will be contacted but a contractor in the future.</p> <p>Telephone: I have lived at this residence for 27 years and beginning with Verizon and now Frontier there is local loss of service when it rains. This lasts from a day to several weeks. It may occur only infrequent or several times in a month. No permanent has been forthcoming.</p> <p>I thank you for your time in responding to my complaints.</p>
	Frontier North Inc. - Repair Service	10/28/2019 6:29 PM	Trsf to investigator vm.
	Frontier North Inc. - Repair Service	10/28/2019 6:29 PM	<p>Resolution Comments: vm customer that satellite tv line repaired 11/4/19, is nonjurisdictional service. company does one month's local service credit on the frontier acct. leave hotline number as cbr.</p> <p>return customer's message, advise that issue with satellite tv is same at this point as the information noted on the previous message. leave hotline number as cbr.</p>

	Frontier North Inc. - Repair Service	10/28/2019 6:29 PM	Resolution Comments: vm customer that satellite tv line repaired 11/4/19, is nonjurisdictional service. company does one month's local service credit on the frontier acct. leave hotline number as cbr.
	Frontier North Inc. - Repair Service	10/28/2019 6:29 PM	customer states he is returning a phone call from MT and I told him I would see if he is available. I asked if he is not if he would like to leave a message and he states he would. MT not available and transferred customer to vm.
	Frontier North Inc. - Repair Service	10/28/2019 6:29 PM	Resolution Comments: vm customer that satellite tv line repaired 11/4/19, is nonjurisdictional service. company does one month's local service credit on the frontier acct. leave hotline number as cbr. return customer's message, advise that issue with satellite tv is same at this point as the information noted on the previous message. leave hotline number as cbr. return customer's 11/13 message, invite callback if has further issues. close case.
<b>Subtotal</b>		6	
00555512	Frontier North Inc. - Out of Service	10/29/2019 8:14 AM	cust stating 2 weeks ago pole was knocked down and he hasnt had landline or internet since. when he calls Frontier hes not able to speak with anyone they just say they are working on the problem and hang up referred to ea icb
	Frontier North Inc. - Out of Service	10/29/2019 8:14 AM	Resolution Comments: icb
<b>Subtotal</b>		2	
00555563	Frontier North Inc. - Can't Contact Company	10/29/2019 10:29 AM	Customer is trying to reach Frontier to report a telephone issue, but she cannot reach anyone at the company. I advised of EA number. ICB.

	Frontier North Inc. - Can't Contact Company	10/29/2019 10:29 AM	Resolution Comments: Referred to EA
<b>Subtotal</b>		2	
00555668	Frontier North Inc. - Out of Service	10/29/2019 2:02 PM	Description: We have made numerous calls to Frontier Communications re: No phone service since 10/20/2019. It is difficult to get someone to respond. Still no service.
			From: [REDACTED] To: contactthepuco@puco.ohio.gov  44281, [REDACTED] Attn: [REDACTED] We have cancelled our account w/Frontier Communications as of Nov. 1, 2019 w/disconnect date of Nov. 5, 2019, Cancellation #041938636. We had hoped for some assistance from PUCO or the FCC in dealing w/Frontier. After more than 2 weeks of not having a land line w/Frontier and getting no help from Frontier (never could get someone from Frontier to come and check out the problem even though we were told someone would come) we decided to cancel our account. We have made other arrangements for our phone service.
	Frontier North Inc. - Out of Service	10/29/2019 2:02 PM	
	Frontier North Inc. - Out of Service	10/29/2019 2:02 PM	Resolution Comments: sent approved email
<b>Subtotal</b>		3	
00555672	Frontier North Inc. - Call Company First	10/29/2019 2:14 PM	Resolution Comments : states he got a bill from us for 107.00 and he did not apply for anything from us. I asked who the bill was from and he states Frontier. I told him he would need to call them , he states he thought he was. I gave him phone number to Frontier and told him to call back if he can not get the issue resolved. he thanked for help.

	Frontier North Inc. - Call Company First	10/29/2019 2:14 PM	sates he got a bill from us for 107.00 and he did not apply for anything from us. I asked who the bill was from and he states Frontier. I told him he would need to call them , he states he thought he was. I gave him phone number to Frontier and told him to call back if he can not get the issue resolved. he thanked for help.
<b>Subtotal</b>		2	
00555686	Frontier North Inc. - Billing Dispute	10/29/2019 2:44 PM	Resolution Comments: icb
	Frontier North Inc. - Billing Dispute	10/29/2019 2:44 PM	<p>cust stating in sept she applied for phone serv but no one ever showed up or hooked anything up.</p> <p>cust was getting billed for serv she didnt have cust called last month and got it cancelled and disputed.</p> <p>cust was told everything was taking care of and that she wouldnt get anymore bills and she did.</p> <p>cust has a bill of \$106.38 and wants to know why referred to ea</p> <p>icb</p>
<b>Subtotal</b>		2	
00556117	Frontier North Inc. - Repair Service	10/30/2019 1:34 PM	* sent initial email *

		<p>Description: On August 22,2019 the phone and internet line was cut apart by the digging of the company. it was reported to Frontier within 15 mins. After 2 plus months the temp. connection is still laying across my yard. The phone box or station is on the ground with exposed wires. I think they had more then enough time to fix it right. within a month or so we may have snow and we have snowmobiler go thru our yard. i'm concerned that they will cut the line and it took us 3 days to get it fixed before. Can Frontier wait this long to fix it. It's been a real problem not hitting the line when I cut grass.</p>
Frontier North Inc. - Repair Service	10/30/2019 1:34 PM	Wouls like to have some strong input put on Frontier to get the job done right.
Frontier North Inc. - Repair Service	10/30/2019 1:34 PM	* review interim company response *
		<p>He just spoke with Frontier's rep and they buried his line, but they have not completed the job because the house across the road's line has not been buried. He states that the woman that lives across the road is only there part time and he often looks over the home. Carla at Frontier told him that they are only concerned with his property. He states that his internet has been very patchy. This has been going on since August 22. It started with the public water line accidentally digging up the main telephone line.</p> <p>I advised of number for FCC for internet issue. I advised that I will update the case information to let ST know that customer is dissatisfied and see if Frontier can provide a timeline for when the other part of the line will be buried.</p>
Frontier North Inc. - Repair Service	10/30/2019 1:34 PM	
Frontier North Inc. - Repair Service	10/30/2019 1:34 PM	* review interim co response - read notes by LLH - sent email to co *



	Frontier North Inc. - Repair Service	10/30/2019 1:34 PM	* sent follow up email *
	Frontier North Inc. - Repair Service	10/30/2019 1:34 PM	Resolution Comments: LM for cust - close case * review company response *
	Frontier North Inc. - Repair Service	10/30/2019 1:34 PM	I called the cust and left a message - adv that I was calling to confirm Frontier's response - invited call back if he had any further questions.  * Frontier spoke with you on 11/25/19 - you confirmed the work was completed and your services are working. *
<b>Subtotal</b>		8	
00556423			
	Frontier North Inc. - Out of Service	10/31/2019 8:19 AM	-Note: non-BLES - [REDACTED] is calling to report that he discovered his home phone svc is out this morning -when asked, caller says no dial tone and loud static noise -caller is complaining that when he dialed the phone #s to reach Frontier and report the issue - each time, the call drops -when asked, caller says he dialed 800-Frontier (376-6843) & 800/921-8101 -referred caller to EA hotline via 877/462-7320 to report current phone issue -caller was advised that he must report the issue to Frontier first -invited call back, if necessary
<b>Subtotal</b>		1	

00556437	Frontier North Inc. - Out of Service	10/31/2019 9:04 AM	<p>██████ states there's been issues with their phone line for 20 years and Frontier won't fix the problem(s)</p> <p>██████ states he's been without phone service since 10/8/19 and it's been reported at least 4 times. They will send a tech out to flip the breaker but the static is so bad that you still can't hear the person on the other end.</p> <p>There's ill family members in the home and the cell phone he's using is his daughter's and he doesn't always have it.</p> <p>He's only billed for the phone line and does not have internet or cable attached.</p> <p>██████ states any time it rains there's issues and they're out for days and the tech states the line needs to be replaced but Frontier doesn't have the manpower to replace the line.</p> <p>If ██████ daughter ██████ answers the cell, it's ok to speak with her regarding the case.</p>
	Frontier North Inc. - Out of Service	10/31/2019 9:04 AM	<p>Gave name/ICB/case#/inv time line</p> <p>Resolution Comments: LVM to close, Co advised repaired and service credit of \$32.99.</p> <p>ICB</p>

			<p>Co response:</p> <p>A repair was completed on 11/7/19 by repairing a shorted cable pair.</p> <p>An out of service adjustment in the amount of \$32.99 has been applied to Mr. [REDACTED] account and will be reflected on the next statement which covers issues reported from 10/8/19 to 11/6/19.</p> <p>Out of service adjustments of \$71.47 were previously applied to Mr. [REDACTED] account for service issues reported between 7/1/18 and 6/9/19.</p>
	Frontier North Inc. - Out of Service	10/31/2019 9:04 AM	Frontier spoke with Mrs. [REDACTED] on 11/8/19 who confirmed her service is working.
<b>Subtotal</b>		3	
00556525			
	Frontier North Inc. - Company Policy	10/31/2019 12:58 PM	<p>Caller is calling about Frontier. Her phone is out of service. She and her husband [REDACTED] never took service out of her father-in-law's name but when she contacted the company, she reached someone in the Caribbean who would not respond because the account was not in her or her husband's name. They have never had any trouble of this nature before. Explained that many utilities consider having an account in a deceased person's name to be fraud because they want a living person to hold responsible for payment, etc. The phone has been out of service 2-3 days. Referred to ea, provided number and invited a call back.</p>
<b>Subtotal</b>		1	

00556572	Frontier North Inc. - Repair Service	10/31/2019 2:50 PM	cust stating hes been having issues with ohone for over 3 years. cust only has phone serv with Frontier this time he has been out for almost 3 weeks Frontier says they will come out to repair and dont cust is wanting this looked into to see what can be done to get this issue resolved cust stating they dont have cell serv and they are elderly their brother comes down sometimes and lets them use their phone and thats the mobile number we can call back on adv cust of investigation process icb
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	<p>Frontier North Inc. - Repair Service</p>	<p>10/31/2019 2:50 PM</p>	<p>repaired co. isp.</p> <p>BLES \$20.23 per mth plus taxes and fees.</p> <p>No dial tone was reported 10-31-19 at 2:39 pm. There are no reports about three weeks ago or in the month of October.</p> <p>No records to indicate that she called about this issue during that time. Last repair ticket was Feb 2019. Does not have inside wire maintenance.</p> <p>Co. will escalate and advise when complete. **Currently scheduled for 11-4-19.</p> <p>History: 2-15-19 no dial tone reported. 2-20-19 Service tested properly. 12-28-19 no dial tone 1-2-19 Service clear No other tickets in 2018 5-16-17 no dial tone 5-17-17 repaired open in cable pair</p>
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			<p>Per ph conv w/cust, advd the following. He said ok, it is working. Advd cls case, he said ok *****</p> <p>Co. updated that : Frontier fixed a short on 11-4-19. Frontier spoke to Mr. [REDACTED] on 11-4-19 and confirmed working service. Bles credit of \$27.98.</p> <p>BLES \$20.23 per mth plus taxes and fees.</p> <p>No dial tone was reported 10-31-19 at 2:39 pm. There are no reports about three weeks ago or in the month of October.</p> <p>No records to indicate that she called about this issue during that time. Last repair ticket was Feb 2019. Does not have inside wire maintenance.</p> <p>Co. will escalate and advise when complete. **Currently scheduled for 11-4-19.</p> <p>History:</p>
	Frontier North Inc. - Repair Service	10/31/2019 2:50 PM	2-15-19 no dial tone reported. 2-20-19 Service tested properly.
	Frontier North Inc. - Repair Service	10/31/2019 2:50 PM	Resolution Comments: Per ph conv w/cust, advd co rsp
<b>Subtotal</b>		4	
<b>Total</b>		1146	