

May 14, 2019

Robert Biedel & Denise Fresciatore

Complainant v

Windstream Communications, LLC

Respondant

Complaint Docket No: C-2019-3009105

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2019 MAY 16 AM 10:20

PA PUC  
SECRETARY'S BUREAU

Copy To: Rosemary Chiavetta, Secretary Commonwealth Keystone Bldg.  
Pennsylvania P.U.C. P.O. Box 3265  
Harrisburg, Pa 17105-3265

As of this day May 14, 2019 we are responding to the new matter issue concerning paragraphs 11, 12 and 13 whereas...

#11. Yes, the issue occurred on March 4<sup>th</sup> 2019 had been finally rectified as of April 3<sup>rd</sup> 2019 that all those county phone numbers could be reached.

#12. Yes, but how much more time do you need? This is now mid-May, you have been sweeping this matter under the rug long enough and if it wasn't for these hearing papers, Windstream would have never taken the time to address the problem in the first place. Stop stalling with the solution and figure it out "you The Company".

#13. Yes, mediation okay, then let's get to it, but just to help resolve this issue not to give

windstream more time to dilly dally around.

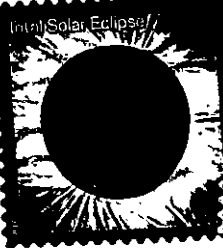
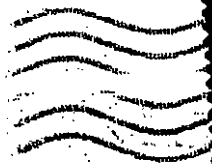
Sincerely, DeForesta



Mr. Robert A. Riedel  
1985 E Mount Hope Rd.  
Manheim, PA 17545

HARRISBURG PA 171

15 MAY 2019 PM 11



To Rosemary Chiavetta, Secretary  
Pennsylvania P.U.C.  
Commonwealth Keystone Bldg.  
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