
Pennsylvania Office of
Consumer Advocate and
Pennsylvania Office of
Small Business Advocate,

Docket No.:
C-2023-3037574

v.
Commonwealth Telephone
Company, LLC d/b/a
Frontier Communications
Commonwealth Telephone
Company

In-Person Public Input

Pages 547 - 632

George A. Smith Middle
School
645 Kirkwood Pike
Quarryville, PA 17566

Wednesday, July 19, 2023
Commencing at 6:04 p.m.

INDEX TO EXHIBITS

Docket No. C-2023-3037574

Hearing Date: July 19, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN</u>
<u>EVIDENCE</u>		
Public Input Hearing Exhibit 17	577	--
Frantz Packet		
Public Input Hearing Exhibit 18	--	--
Rohrer Packet		

Exhibit 17

I have made several calls to several different numbers on different days at different times and each time I was told that Fiber is not available in my neighborhood. Fiber has been run in our neighborhood and my 3 closest neighbors have actually had the fiber run to their houses and they all live within a stones throw in back of my house (they were also existing customers). On one of the calls a woman actually argued with me about my address. I told her that the addresses they have in their system are not correct and she insisted that there is no such address and I explained that the information on the website is incorrect (see att. 1). At that point I was exhausted trying to convince her that I know my own address but she was not listening to the point I was making. I hung up each time fully frustrated that the customer service representatives were not informed of the new fiber option and they were all telling me it was not available. When searching their website and searching my address using the information THEY have in their system I get two different options (see att. 2 & 3). This misinformation leads to confusion for both the customer (existing or new) and the representatives at Frontier. I finally tried another option which was the live chat and explained to the person I was chatting with the issues I was encountering and that person said they would put a ticket in for someone to come out and assess the availability. I NEVER heard back from Frontier and no one has come to my door to check availability or confirm the ticket. I had printed the chat information but they took it away after I completely gave up on Frontier and went to T-Mobile for my Wi-Fi needs.

Below is my call list for attempts to contact Frontier for Fiber Internet Service:

Date of Call	Number Called	Time of Call	Call Duration
05/18/23	877-795-1442	04:35 PM	6 minutes 19 sec.
05/19/23	855-579-2236	10:09 AM	27 minutes 8 sec.
05/19/23	800-921-8101	10:53 AM	3 minutes 19 sec.
05/19/23	800-921-8101	10:58 AM	2 minutes 18 sec.
05/19/23	877-462-6606	10:57 AM	13 seconds

Traci Frantz
970 Dry Wells Road
Quarryville, PA 17566

* Note: I have never been a frontier customer and only called Frontier to inquire about obtaining fiber internet service after seeing the cables being installed in front of my house.



Shop

Why Frontier

Support

5 GIG

NEW

Search

Buy

Sign In/Register

FIBER 5 GIG INTERNET IS HERE

970 Dry Wells

970 Dry Wells Rd Quarryville, PA 17566

970 Dry Wells Rd Eden Township, PA 17601

970 Dry Ridge Mount Zion Rd Dry Ridge, KY 41035

CHECK AVAILABILITY

970 Dry Branch Dd Dry Branch WV 25061

Close address suggestions

Attachment 1



Congrats! You qualify for a free router



Save \$5 on internet each month with auto pay and get your free WiFi router on us.

Quote Number: 24863710

Service address
970 DRY WELLS RD. 9566 Edit



\$49 99/line
8day
\$2.00 Pay per Mbps to 24 hrs

- No annual commitment
- Check Email: Browse the internet, watch streaming and gaming on up to two simultaneous devices
- Save \$5/mo with Auto Pay
- Amazon eero WiFi router included

SELECT PLAN

Need help?

Give us a call and our specialists can help you

844-212-4314

Hours of Operation

- 8am - 10pm ET Monday to Friday
- 8am - 9pm ET Saturday
- 9am - 9pm ET Sunday

Frontier Internet, Congrats! You qualify for a free router. The quote is for the service you selected. To see all the details about this offer, please click on the 'Details' link. To see all the details about this offer, please click on the 'Details' link. To see all the details about this offer, please click on the 'Details' link.

Don't wait for better internet.

Your home is in a fiber-optic service area. You're eligible for our exclusive offer.

Claim Rewards

Limited Time Offer
Great news! You qualify for free per-installation a \$50 value Order Form.

Service address:
970 DRY WELLS RD 501 Edit

Fiber 500
500/500 Mbps

\$49 99/mo

SELECT PLAN

- ✓ Upload speeds 25x faster than cable!*
 - ✓ Amazon Echo & Alexa included!
 - ✓ Multiple users or large families simultaneously
- More plan details

Fiber 1 Gig
1000/1000 Mbps

\$69 99/mo

SELECT PLAN

- ✓ Upload speeds 25x faster than cable!*
 - ✓ Amazon Echo Pro & Alexa included!
 - ✓ For smart homes with dozens of devices
- More plan details

Fiber 2 Gig
2000/2000 Mbps

\$99 99/mo

SELECT PLAN

- ✓ Upload speeds 50x faster than cable!*
 - ✓ Amazon Echo Pro & Alexa included!
 - ✓ Ultra-fast speeds for large smart homes
- More plan details

Fiber 5 Gig
5000/5000 Mbps

\$154 99/mo

SELECT PLAN

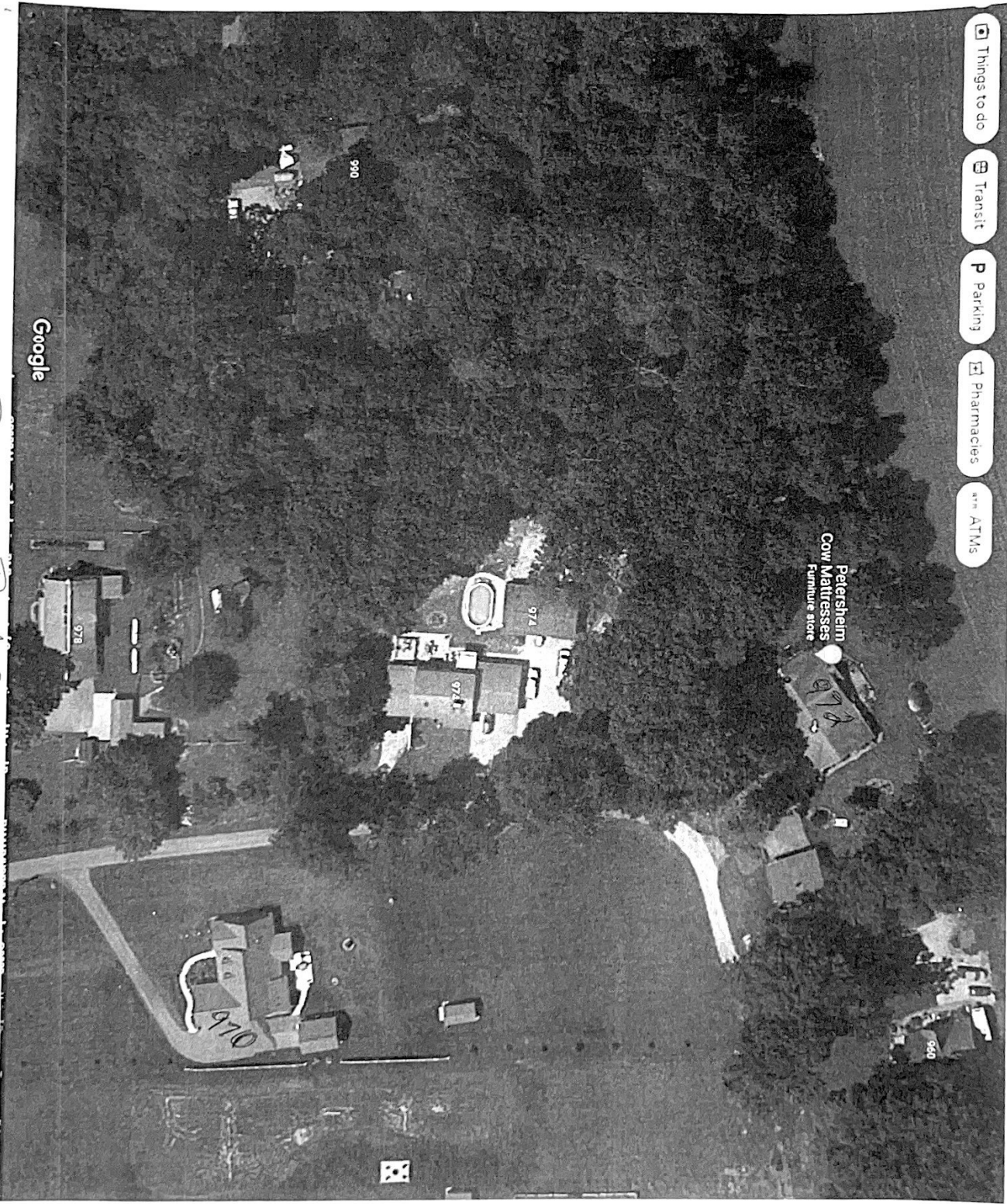
- ✓ Upload speeds 125x faster than cable!*
 - ✓ THE ONLY FIBER SYSTEM! Router included!
 - ✓ Power all your devices & cars with no compromises
- More plan details

Type here to search

Taskbar with icons for File Explorer, Edge, and other applications. System tray shows date and time: 10/27/24 10:00 AM.

Attachment 3

- Things to do
- Transit
- P Parking
- Pharmacies
- ATMs



Petersheim
Cow Mattresses
Furniture store

Google

← Dry Wells Road, Quaryville →

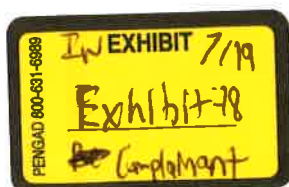
☐ ← Telephone pole w/ Fiber Cables

Hearing Exhibit for Frontier Commonwealth Hearing, July 19, 2023 at Quarryville, PA

Cynthia Rohrer

460 Sawmill Road
Cochranville, PA, 19330
(717)808-9306 cell, (717)529-3123 home
gcrohrer@epix.net

1. May 25: lost internet service (all dates in 2023)
2. May 26: called customer service at 10:00 am, Janelle, earliest service date is June 8 from 8am-12noon, you must be home, someone over 18 years old must be present. Ticket #1667509.
3. June 8: no service tech came. Called customer service at 11:45am, Jovan, said tech came to our property on June 7 and fixed it, which was a lie. Nobody came. Then he told me someone came at 9:00am that morning, fixed it, and that I had signed off on the ticket. Another lie. Spoke to his manager Jeneve, she said tech went to a relay station several miles away, and everything seemed fine so they didn't come. I told her that was ridiculous. She refused to order another service call, instead said she would send a new modem next day air, guaranteed delivery by 5:00pm on June 9. Modem order tracking number TS10319563.
4. June 9: modem not delivered.
5. June 10: modem tracking number says it was shipped to Upper Oxford, Texas. Called customer service at 12:15, Danielle, she had no idea why it was shipped to Texas "you must've changed your address". Refused to allow me to talk to her supervisor, said it wasn't permitted. I insisted. At 12:40, supervisor Joline put in an order for a new modem, and refused to create a new service ticket for me.
6. June 12: new modem arrived. Plugged it in, still no internet.
7. June 13: called customer service at 8:05 am, Daniel, created new ticket, #1669800, first available date was June 26. Asked for supervisor, spoke with Michelle to request sooner date since the first technician never came and lied about it. She said there is an 'escalation freeze' and would not honor my request. I asked about account credit or refund since we had no internet and were still paying for it, she said that would be determined later after our internet was restored.
8. June 21: still no internet. 10:30am, ticket #1669800 for June 26 confirmed by automated voice bot. Frontier system hung up on me multiple times.
9. June 26: 8:00am called customer service, Julius Porter tech chat, confirmed ticket for today from 1:00-5:00pm. By 4:30, no service tech had arrived. Called customer service, Ross, he said the techs looked at our property on the map, saw it was a large property, and didn't know where to go so they didn't come. Said they tried to call me, which was a lie as I was home, and nobody called or came. We do live on a farm, but it is very easy to find our home. They obviously didn't



come. I asked for his supervisor, Gary, who told me they would 'try to escalate our concern', and assigned a new ticket number for July 6, #1671536. No assurance that we would get credit or refund.

10. July 5: at 8:30pm, ticket status shows in progress, and 'Please contact customer service for assistance with your ticket.' I was unable to contact customer service by phone.
11. July 6: 1:30 pm, a man in a plain white pickup truck, with no Frontier markings, wearing an orange T-shirt, with no ID, came to our house and told our son he was here to look at the internet. My son told him we were ok and didn't need anything as we had switched to Upward Broadband that morning. The man was very polite, said that Frontier had fired lots of techs, and he was a subcontractor from down south brought in to help.
12. July 7: 8:15am, called customer service, Melvin, to cancel our internet service and request refund of our internet portion. We will keep the landline due to sporadic cell coverage in poor weather.
13. At this point, I am waiting for a Frontier official response by mail or email.
14. We were able to get fixed point wireless internet from Upward Broadband. There is no other internet provider in our area. And, the only way it is possible for us to have Upward is because we have a tall silo where they could install the receiver antenna to get the signal. Otherwise, we would still be stuck with Frontier. Upward completed the installation on the morning of July 6. So when the tech came at 1:30 (see #11), Upward had just finished and we had internet. We were very surprised that the Frontier subcontractor actually showed up. But, we have no intention of going back to Frontier internet.

This was an extremely frustrating experience to be without internet for 6 weeks. We were unable to do necessary work for our farm, I was unable to do work for my job as a research nurse for University of Maryland, and our son was unable to access his college information. This also affected our ability to communicate with family and friends, and stay up to date on local events.

What is just as frustrating was the complete lack of competency, honesty, and customer service shown by Frontier. I found it unbelievable that they didn't show up for 2 service appointments, and then lied about it. I'm also disgusted that Frontier has continued to charge us for internet when they haven't provided any internet service since May 25.

Thank you for your time and consideration of our concerns. I'm grateful to our Representative, John Lawrence, and his colleague Representative Cutler, for requesting this hearing.

Sincerely,

Cynthia Rohrer